Berlitz ENGLISH

English
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Instructions

Minimum Operating Requirements:

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  (Click to download Acrobat Reader)

Digital Edition Features:

- You can save any work you do directly in the file.
- Link to any chapter or section of the book from the Table of Contents.
- Click any audio icon ▶ to play, pause, or stop an audio track.
- Use Adobe Reader tools to highlight information or make notes.
- Exercise questions can usually be answered by:
  - typing a response into an empty text field
  - or by clicking a button or box
- Use links in homework exercises to check your answers; then click the appropriate link to return to the homework exercise.

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Princeton, NJ
USA

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Welcome to

BerlitzENGLISH!

BerlitzEnglish is the fastest, the most practical, and the most enjoyable way to learn English.

To get the most out of your English program, you should ...

- go to all your scheduled classes
- do all practice assignments
- review each chapter after class
- preview each chapter before class
- practice speaking English anytime you can
- visit English websites to learn more about chapter topics
- read English magazines, books, and newspapers
- watch videos, movies, and TV programs in English
- try to speak and learn more English every day!

If there is anything we can do to make your learning more successful and enjoyable, please let us know. We'll do everything we can to help you reach your goals.

Good luck with your English studies!

The Berlitz Team

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Chapter 1

What's the occasion?

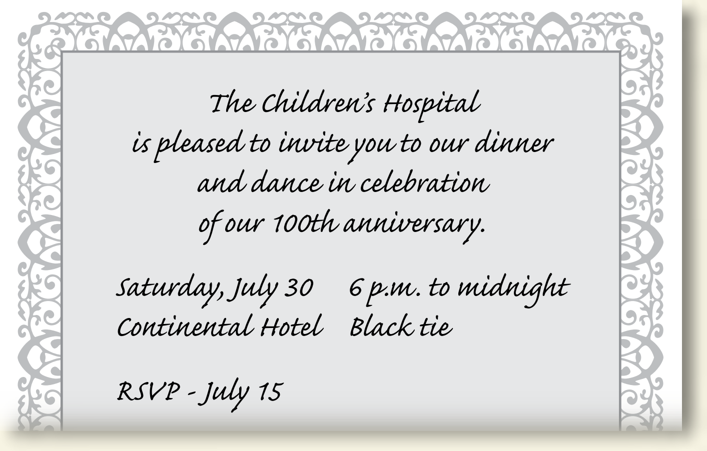
Topics	Speaking Goals	Grammar
Special occasions	Talk about special occasions	Passive: *The party will be held on July 4th.*
Invitations	Extend and respond to invitations	Reported speech: *Julie said she had a previous engagement.*
Attire	Give and respond to compliments	Present conditional with modals: *If the invitation says casual, you can dress comfortably.*
Compliments		

In this chapter, you will ...

- **Talk about special occasions**

What special occasions do you celebrate with friends? With colleagues?

- **Extend and respond to invitations**



The Children's Hospital
is pleased to invite you to our dinner
and dance in celebration
of our 100th anniversary.

Saturday, July 30 *6 p.m. to midnight*
Continental Hotel *Black tie*

RSVP - July 15

- **Give and respond to compliments**

– I like your watch.
– Thank you. It was a gift from my grandparents.

– That's a beautiful gown. You look wonderful.
– Thank you. So do you.

Talk about special occasions

1 Let's celebrate!

wedding
baby shower
surprise party
class reunion
housewarming party
anniversary party

1. Tony is turning 25 next week. We're planning a __________ for his birthday.
2. I graduated from college 10 years ago. Our ten-year __________ will be in June.
3. Jenny's going to have a baby soon. We're organizing a __________ for her.
4. Tina and Ben are getting married. I just received an invitation to their __________.
5. The Vales have been married 50 years. Their family is arranging a big __________.
6. We've just recently moved into our new home and are planning a __________.

2 Where will it be held?

We will hold the party at Dave's house. → The party **will be held** at Dave's house.
We won't tell Tony about the party. → Tony **won't be told** about the party.

Will they cancel the wedding? → **Will** the wedding **be canceled**?
When will they serve dinner? → When **will** dinner **be served**?

– Have the invitations been sent out yet?
– Not yet. They'll be sent out tomorrow.

– Will the flowers be delivered on Friday?
– No, they won't be delivered until Saturday.

3 Special occasions

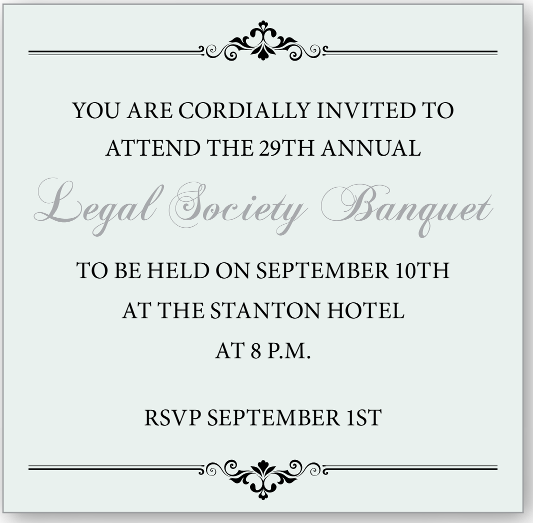
– What lovely flowers. Who are they from?
– They're from my husband. Today's our anniversary.
– Congratulations. Are you going anywhere special to celebrate?
– We're going out to dinner. Every year on our anniversary we go to the place we went to on our first date.

– Are you doing anything special for Thanksgiving?
– My whole family is coming to our place to celebrate. My parents, my brother and his family, and my sister and her boyfriend.
– That sounds wonderful. Will you be serving a traditional turkey dinner?
– Oh, yes. It wouldn't be Thanksgiving without it.

What special occasions do you celebrate? How do you celebrate them? Who do you celebrate with?

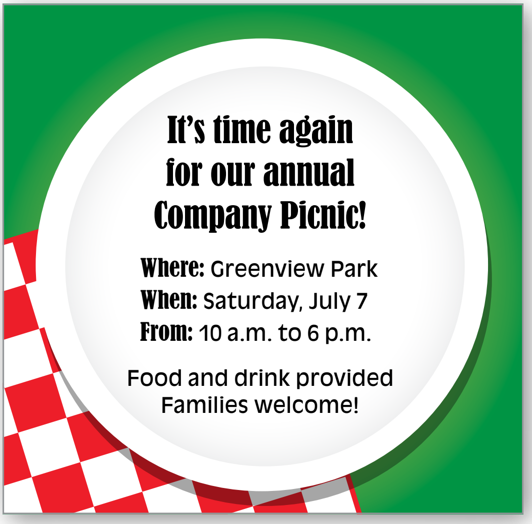
Extend invitations

4 Will you be able to attend?



YOU ARE CORDIALLY INVITED TO
ATTEND THE 29TH ANNUAL
Legal Society Banquet
TO BE HELD ON SEPTEMBER 10TH
AT THE STANTON HOTEL
AT 8 P.M.

RSVP SEPTEMBER 1ST



It's time again for our annual Company Picnic!

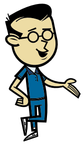
Where: Greenview Park
When: Saturday, July 7
From: 10 a.m. to 6 p.m.

Food and drink provided
Families welcome!

Formal
Would you care to join us ...?
I'd like to invite you to ...

We'd be delighted to come.
With pleasure!

Unfortunately, I won't be able to attend.
I'm afraid I have a previous engagement.



Informal
Do you want to come to ...?
Are you free ...?

We'd love to come.
I'd be happy to!

I'm sorry. I can't make it.
Sorry. I'm busy that day.

Tip!

RSVP is the French abbreviation for *Répondez, s'il vous plaît*.
It means: Please respond. = Tell us if you are coming or not.

5 Your turn!

A. You'd like to have a dinner party at your home next Friday.
1. Invite your new neighbor. (You haven't met her / him yet.)
2. Invite one of your good friends.

B. It's been a good year. Your department at work is having a celebration at a nearby restaurant.
1. Invite a new colleague to join you.
2. Invite the company CEO.

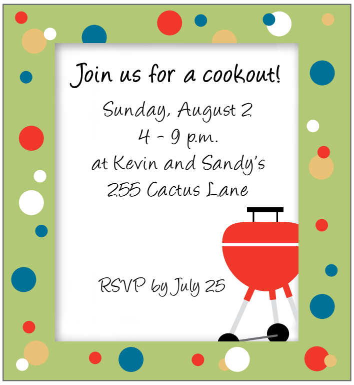
Respond to invitations

6 He said he had other plans

"Do you want to come to our party?"	I asked Roy if he **wanted** to come to our party.
"I have a previous engagement."	Mark said he **had** a previous engagement.
"I'm afraid I don't have time."	Julie said she **didn't have** time.
"My mother's having a picnic that day."	Tom said his mother **was having** a picnic that day.
"We're not going to be in town."	The Olsons said they **weren't going to be** in town.

– That was Emily. She won't be able to make it on Sunday.
– Why not?
– She said she was leaving town on Monday and she had to pack.

7 Why can't they come? (Tracks 1-3)

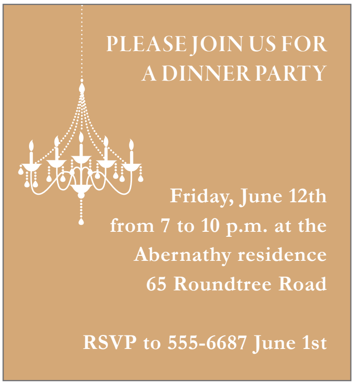


Join us for a cookout!
Sunday, August 2
4 – 9 p.m.
at Kevin and Sandy's
255 Cactus Lane

RSVP by July 25

Conversation ____

Conversation ____



PLEASE JOIN US FOR
A DINNER PARTY

Friday, June 12th
from 7 to 10 p.m. at the
Abernathy residence
65 Roundtree Road

RSVP to 555-6687 June 1st

Conversation ____

1. Stephen said he couldn't go to the ____________, because ____________
____________________________________.

2. Marta said she and Jack couldn't go to the ____________, because ____________
____________________________________.

3. Mrs. Baker said she might be late for the ____________, because ____________
____________________________________.

FYI: Baby and bridal *showers*

The terms *baby shower* and *bridal shower* come from the expression "to shower someone with gifts," which means to give someone a lot of gifts.

Give and respond to compliments

8 If it says *black tie*, you have to wear a tux

If the invitation says *black tie*, men must wear tuxedos, and ladies should wear evening gowns.

If it says *casual attire*, you don't have to wear anything dressy.

If you don't receive an invitation, you can't go.

Tip!

🇺🇸 tuxedo, tux

🇬🇧 dinner suit, dinner jacket

9 What should I wear?

- What should we wear to the dance?
- What does the invitation say?
- It says *semi-formal*. How different is that from formal?
- If the dance is semi-formal, then you don't have to wear an evening gown. You could wear a long, dressy skirt and top or a cocktail dress. And your husband could wear a dark suit.

10 You look fantastic!

GREAT	BEAUTIFUL / HANDSOME	EXCELLENT
wonderful	gorgeous	outstanding
fantastic	stunning	marvelous
magnificent	striking	first-rate
fabulous	pretty / attractive	brilliant

You look stunning in that dress!

That's a gorgeous outfit.

That's a striking necklace!

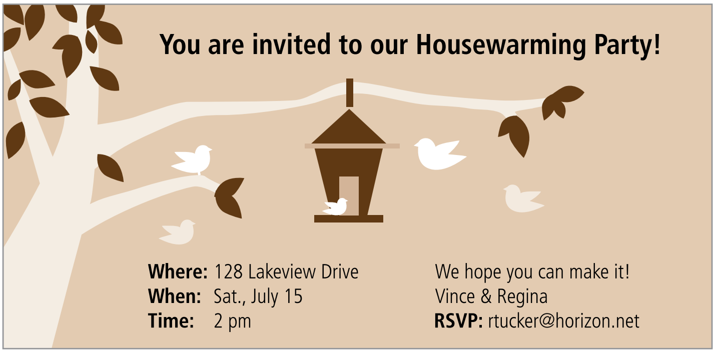
You look fabulous.

That was a wonderful dinner!

Your ring is magnificent.

Respond to invitations

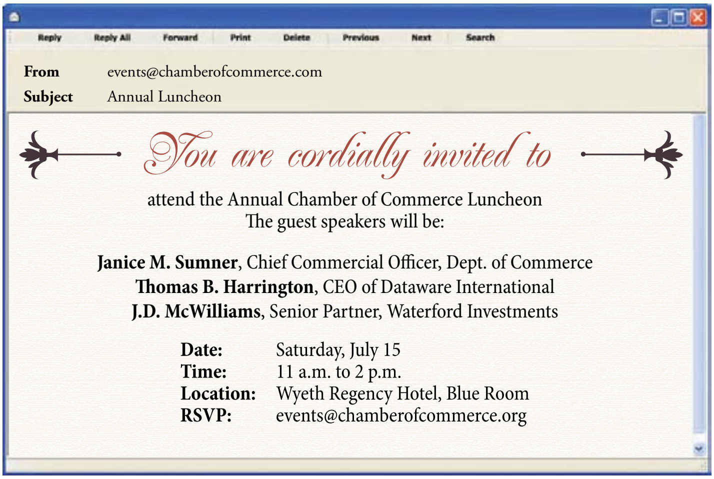
11 RSVP



You are invited to our Housewarming Party!

Where: 128 Lakeview Drive
When: Sat., July 15
Time: 2 pm

We hope you can make it!
Vince & Regina
RSVP: rtucker@horizon.net



From events@chamberofcommerce.com
Subject Annual Luncheon

You are cordially invited to

attend the Annual Chamber of Commerce Luncheon
The guest speakers will be:

Janice M. Sumner, Chief Commercial Officer, Dept. of Commerce
Thomas B. Harrington, CEO of Dataware International
J.D. McWilliams, Senior Partner, Waterford Investments

Date: Saturday, July 15
Time: 11 a.m. to 2 p.m.
Location: Wyeth Regency Hotel, Blue Room
RSVP: events@chamberofcommerce.org

Culture Corner: Party Etiquette

According to Emily Post, an expert on etiquette in the U.S., a gift for your hosts is a good way to thank them for their hospitality and is always appreciated. The kind of gift you bring depends on the occasion and on how well you know your hosts. For example, if they're good friends and you are invited to a housewarming party, you can give them a picture frame with a photo of you together. On the other hand, if you don't know them very well, you can give them a small houseplant. You can't go wrong with gifts such as a bottle of wine, a box of chocolates, or a flower arrangement.

When you are invited to a large formal dinner, a gift for your hosts is not necessary. In other cases, too, such as a bridal shower or other party honoring someone else, you aren't expected to bring a gift for the hosts. But you should bring a gift for the person being honored.

Chapter Summary

Vocabulary & Expressions

to have a party
wedding
special occasion
turn (... years old)
housewarming
baby / bridal shower
opening, grand ~
reception
to hold
to let ... know, RSVP
annual

to attend
formal / informal
previous engagement
cookout
residence
attire
(evening) gown
tuxedo, bow tie
outfit
compliment
host

dressy, casual
appropriate
necklace, bracelet
earrings
ring, diamond ~
jewelry
fabulous, gorgeous, *etc.*
luncheon
What's the occasion?
Would you care to ...?
I'd be delighted.

Grammar

- **When will the ceremony be held?**

– It will be held at 10:00 a.m. on May 22.

- **Did Brian say he was going to be here today?**

– No, he didn't. He said he was going to be home.
– Did he say why?
– He said he had a doctor's appointment at 11:00.
– Did you ask him if he was OK?
– Yes, I did. He said he was going for a check-up.

- **If the invitation says the party starts at 8:00, what time should we arrive?**

– If it says 8:00, we should arrive by 8:30.

– Do I have to wear a gown to a formal party?
– If it's formal, you must wear something dressy.

- **Will the invitations be sent next week?**

– Yes, they will. / No, they won't.

- **What time did Jill say she was leaving?**

– She said she was leaving at 7:15.
– What time is her first appointment?
– She said she didn't have any appointments.
– Did you ask her if she wanted to schedule one?
– She said she wanted to schedule them herself.

- **Can I still come to the party if I can't make it before 10 o'clock?**

– If you can make it by 11, you can still come.

– Do I have to wear a tie if I work on Saturday?
– You have to wear a tie if you see customers.

Use Your English!

- Search for *The Emily Post Institute* online and see what information you can find out about weddings and other occasions. Write down two or three things that you read about for your next lesson.
- Select two or three of the adjectives you learned in this chapter and think of who you could pay a compliment to using them. Write the compliments down and try to use them each day.
- Record and listen to a news story in English. Play back small parts of the story and write what the person said, using reported speech. Read and record your report.

Chapter Summary

Answer Key

Reading: Advice on gift-giving etiquette

Match the questions with the responses

☐ 1. A friend gave me an expensive gift. Do I have to give her one that is equally expensive?

☐ 2. We'll be having an office party soon. Last year I got a gift from a colleague, but I didn't have one for him and I felt embarrassed. The next day I bought a gift for him. What should I do if something like this happens again? I can't afford to buy gifts for everyone in the office.

☐ 3. When I was a child, my mother had me send thank you notes every time I received a gift. Is this still true? Should I send thank you notes to everyone — even to people I thanked in person?

☐ 4. When I'm having a party at my place and someone brings a bottle of wine, am I supposed to open it and share it with everyone at the party?

☐ 5. Is it OK to give gift cards and gift certificates?

a. If the gift-giver was there when you opened the gift and you thanked him or her in person, then you don't need to send a thank you note. If the gift-giver was not there, however, you should send a hand-written thank you note.

b. If this happens again, you should just say "thank you." You don't need to make excuses, and you do not have to buy a gift for that person.

c. No, you don't have to. If something is brought as a gift, you do not have to share it at the gathering. It's your choice.

d. No, you don't. You should give the nicest thing you can within your budget.

e. These days, it is acceptable to give gift cards, especially if they're from a store the receiver particularly likes. Of course, a personal gift is nicer, but a gift card is preferable to cash.

Writing: Write a short paragraph about gift-giving customs in your country. What advice would you give to a visitor? What are some things a person should / shouldn't do when giving gifts?

check it out! www.berlitzenglish.com

Chapter 2

Could you do me a favor?

Topics	Speaking Goals	Grammar
Favors	Ask a favor	Present conditional: *If I have time, I'll pick up a movie.*
Borrowing and lending	Ask to borrow something	Reported speech: *I told Ken he could stay here.*
Promises	Make promises	*I'll return your car within two hours.*
Apologies	Apologize and make excuses	

In this chapter, you will ...

- **Ask a favor**

Saturday
Sunday
Closed H

Could you do me a favor?

Could you ...?

- open the door for me?
- tell Laura I'll be late?
- get some coffee for us?

- **Ask to borrow something**

– Excuse me. Could I borrow your pen?
– Sure. Here you go.

- **Make promises, apologize, and make excuses**

– What happened? Why didn't you call?
– I'm sorry. I was watching TV, and I fell asleep. When I woke up, it was too late to call.

Ask a favor

1 Do me a favor ...

Can you do me a favor?
Could you do me a favor?
Could I ask you to do me a favor?
Could I ask you to do me a really big favor?

Could you ...?
Would you mind ...?
Would you be able to ...?
Would it be possible for you to ...?

– Can you do me a favor?
– Sure. What do you need?
– Could you check this for me?
– I'd be happy to.

– Could I ask you to do me a big favor?
– What is it?
– Would you mind staying an extra hour this evening?
– I'm afraid I can't. I have to be somewhere at 6.

2 If I have time, I'll do it

– Will you be able to pick up my suit from the cleaner's today?
– **If** I **have time** (to go to the cleaner's), **I'll pick up** your suit.
I'll pick up your suit **if** I **have time** (to go to the cleaner's).
I **won't pick up** your suit **if** I **don't have time.**

1 . If we want someone to take our picture, ______
2. If you can't take me to the airport, ______
3. Peter will buy us lunch if ______
4. ______
5. ______

3 Thanks a million!

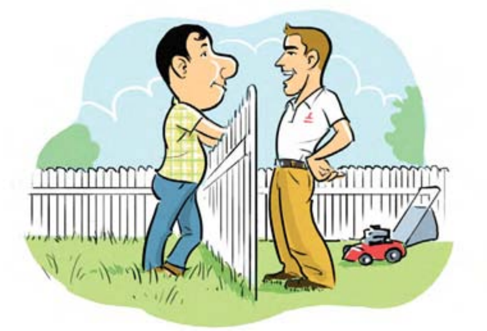
– Thanks for helping me with the shopping.
– It's my pleasure.

– Thank you so much for giving me a ride. I really appreciate it.
– Don't mention it.

– Thanks a million for keeping an eye on the house while we were away.
– It was no problem at all. I was happy to help.

Ask to borrow something

4 Can I borrow your mower?



Bert doesn't have a lawn mower, but his neighbor, George, does.

Bert often **borrows** George's lawn mower.
→ Bert **borrows** the lawn mower **from** George.

George often **lends** Bert his lawn mower.
→ George **lends** the lawn mower **to** Bert.

– Hi, George. Can I borrow your lawn mower?
– Sure. You can borrow it any time.
– Could you lend me your ladder, too? I need to clean some windows. I'll give them both back to you as soon as I've finished.
– No problem. Take your time.
– Thanks a lot.

5 She said she'd give it back

– Can I borrow your camera? – When will you give it back?	→	Jeff asked (me) if he **could** borrow my camera. I asked him when he **would** give it back.
– I **will** return it by Friday. – You **can** keep it until Monday.	→	He said he **would** return it by Friday. I told him he **could** keep it until Monday.

– Hey, Barbara, where's the coffee maker?
– I lent it to Monica.
– And when will we get it back?
– She said she'd give it back tonight.

– Where's Jonathan?
– He said he couldn't come.
– Did he give a reason?
– No, but he said he'd call you later.

6 Your turn!

- You forgot to recharge your phone, and you need to make a phone call.
- Your pen doesn't work, and you're preparing to sign a contract.
- You'd like a soft drink, but you don't have any change for the machine.
- You missed a class. You want to see a classmate's notes.

Make promises

7 It'll be ready within an hour

– It's 4:00. When will you return the papers?	– I'll return them	by 5 o'clock. **within** an hour.
– It's noon. When will you have your answer?	– We'll have our answer	by noon tomorrow. **within** 24 hours.
– It's Friday. When will the work be finished?	– The work will be finished	by next Friday. **within** a week.

– You said you'd return my laptop within a week.
– I'm sorry. I'll bring it back tomorrow.

– When will the technician get here?
– He said he'd be here within an hour.

Tip!

It's 3:30.	I'll call you in an hour.	=	I'll call you at (around) 4:30.
	I'll call you within an hour.	=	I'll call you by 4:30.

8 I promise

Alex:	You'll be there on time, won't you?	Alex:	You won't be late?
Justin:	I **promise to be** there on time.	Justin:	I promise **not to be** late.
Nicole:	I **promise I'll be** on time.	Nicole:	I promise I **won't be** late.

Justin was there on time.
→ Justin **kept** his **promise.**

Nicole wasn't there on time.
→ Nicole **broke** her **promise.**

– Ryan hasn't sent his report yet, has he?
– No, but if he promised to send it, he will.

– Don't tell Ann about the party. It's a surprise.
– I won't say a word. I promise.

9 You promised! (Tracks 4-5)

A.

1. What was Connie's promise?
2. Did she keep her promise?

B.

1. What was Mike's promise?
2. Did he keep his promise?

Apologize and make excuses

10 I'm so sorry

I missed the meeting. I'm sorry. →	I'm sorry	(that) **I missed the meeting.**
	I'm sorry about I'm sorry for I apologize for	**missing the meeting.**

Oh, excuse me. I'm sorry to disturb you.

I'm terribly sorry about our appointment.

I'm sorry for not writing back sooner.

I apologize for raising my voice earlier.

We've had some big expenses recently.

It's been a bad day. I hope you'll forgive me.

There was a problem with my computer.

I was so busy I completely forgot about it.

11 Sorry I'm late (Tracks 6–8)

A.

1. Maggie ____ the opening of Arthur's exhibit. ○ a. can't go to ○ b. missed

2. She ____ to work on Saturday. ○ a. had ○ b. has

B.

1. Angela ____ a cookbook ____ Brenda. ○ a. borrowed / from ○ b. lent / to

2. She ____ she had it. ○ a. forgot ○ b. remembered

C.

1. Mr. Stewart apologized for ____ the meeting. ○ a. being late for ○ b. missing

2. He was ____. ○ a. in a conference ○ b. stuck in traffic

12 That's all right

Sorry about that.

I'm so sorry.

Can you give me a minute?

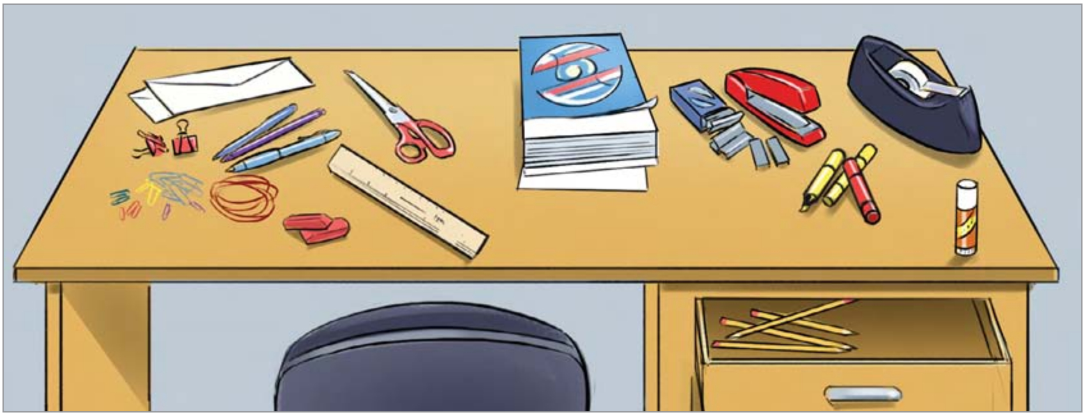
13 I have a favor to ask

It's Saturday morning. A plumber is coming to fix the kitchen sink. You have to run to the supermarket to buy something for lunch. You'd like your neighbor to wait for the plumber while you are out. If the plumber arrives, you'd like your neighbor to ask him in and offer him a cup of coffee. You should be back within half an hour.

You promised your boss that you would pick up a client from the airport this afternoon. But you have just received a call from your daughter's school. Your daughter is sick, and you need to go pick her up. Ask a colleague if he / she can go to the airport for you.

Challenge: Create your own situation

14 The office borrowers



You are in your office working on a project. The project is almost finished, but to complete it you need a couple of things. You've looked everywhere in your office and in all your desk drawers, but you just don't have them. Ask your colleagues if they have the items you are missing. If they do, ask to borrow them.

Chapter Summary

Vocabulary & Expressions

favor (favour *UK*)
to appreciate
to borrow, to lend
to get something back
to pay back
reason
to promise, to make a ~
to keep, to break a promise
within, ~ an hour
apology, excuse

to forgive
noise, to disturb
sink, plumber
Would it be possible for ...?
to give a ride (lift *UK*)
to keep an eye on
thank you for + *-ing*
to return the favor
I (really) appreciate it.
Don't mention it.

Can / May I borrow ...?
Could you lend me ...?
I'm sorry I ...
I'm sorry about / for ...
I apologize for ...
That's all right.
Don't worry about it.
No problem.
I have a favor to ask.

Grammar

- **If I drop you off, will you help me later?**

– Yes, of course.
– In that case, I'd be happy to give you a ride.

– I promise I won't tell anyone if you lend me your keys to the office.
– OK. But give them back to me right away.

- **I'll need my car back within an hour.**

– I promise you'll have it back by 3:00.

– When did they say the package would arrive?
– They'll ship it within 48 hours, and we should have it within five business days.

- **Did George say that he would call you back?**

– He said he would either call back tonight or tomorrow morning.

– Did you lend Sarah the laptop?
– Yes, I did. She said she would only need it for two days and that we could have it back by Friday.

- **Did Kelly ask if we could take her to the airport?**

– Yes, she asked if we could take her on Saturday.

– Can I borrow your camera for my trip?
– Sure. But you've already asked me if you could.
– Sorry, I forgot I asked you.

Use Your English!

- Make a list in English of favors that you can only ask of a close friend or relative. Write down what you would say if you needed to ask one of them.
- Watch an English TV show or movie you like and listen for people asking for favors, making promises, or making apologies. Write down any examples you hear.
- Think of an apology you often make at home or at work. Write it out in English and then record it.

Chapter Summary

Answer Key

Reading: An apology to a friend and to a customer

Sort the sentences into the two categories; then put them in the correct order.

a. A $15 credit will appear on your next bill.
b. Again, I apologize for missing our appointment.
~~c. I'm really sorry I forgot about our lunch date.~~
d. I've been so busy recently that it just slipped my mind.
e. I've put this date on my calendar so that I will be sure to see it.
f. Please contact us again if you have any further questions about this error or your credit.
~~g. Thank you for writing to us about the error on your bill.~~
h. This was a computer error, and we apologize for any inconvenience it has caused you.
i. To make it up to you, I'd like to take you to lunch next Friday.
j. We appreciate your business and we thank you for your understanding in this matter.
k. We understand you were charged $15 for a service you do not have.
l. Would 12:30 p.m. be good for you?

Dear Brittany,

1 *I'm really sorry I forgot about our lunch date.*
2
3
4
5
6

Your friend,
Kate

Dear Mr. Newman,

7 *Thank you for writing to us about the error on your bill.*
8
9
10
11
12

Sincerely,
TCA Communications

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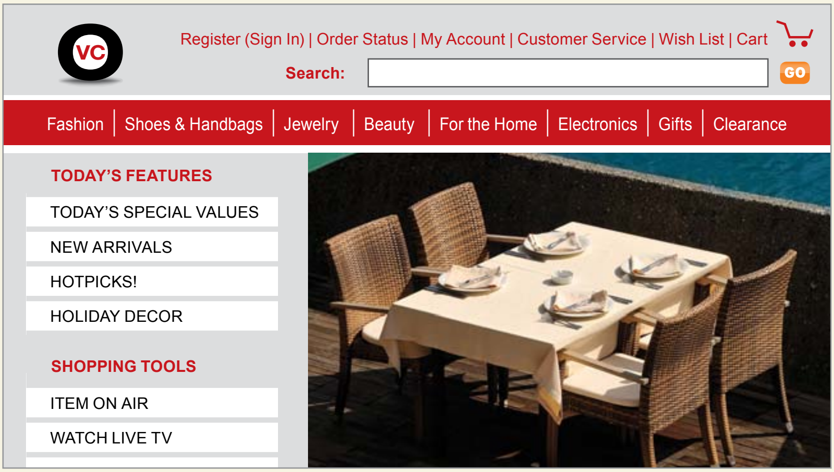
Chapter 3

Do you shop online?

Topics	Speaking Goals	Grammar
Products	Discuss online shopping habits	*more and more, fewer and fewer, better and better,* etc.
Defects	Describe products	*the same as, different from, similar to*
Problems with orders	Describe problems with products	*unless*
Product returns	Return an item	

In this chapter, you will ...

- **Discuss online shopping habits and describe products**


VC
Register (Sign In) | Order Status | My Account | Customer Service | Wish List | Cart
Search:
GO
Fashion
Shoes & Handbags
Jewelry
Beauty
For the Home
Electronics
Gifts
Clearance
TODAY'S FEATURES
TODAY'S SPECIAL VALUES
NEW ARRIVALS
HOTPICKS!
HOLIDAY DECOR
SHOPPING TOOLS
ITEM ON AIR
WATCH LIVE TV

– Do you do a lot of shopping online?
– I didn't use to, but nowadays I buy more and more online.

- What does it look like?
- How big is it?
- What is it made of?

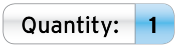
- **Describe problems with products and return an item**

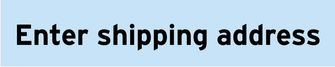
– What's wrong with it?
– It's broken.

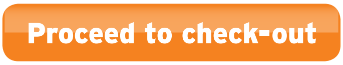
– Why are you returning it?
– It's the wrong color.

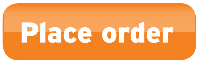
Discuss online shopping habits

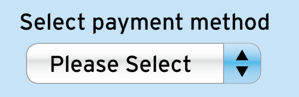
1 Welcome to LotsaShopping.com

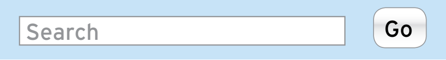
a. 

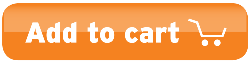
b. 
Enter shipping address

c. 
Proceed to check-out

d. 
Place order

e. 
Select payment method
Please Select

f. 

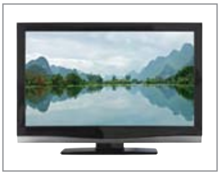
g. 

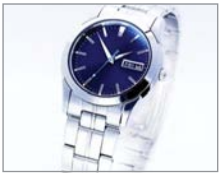
❶ ❷ ❸ ❹ ❺ ❻ ❼

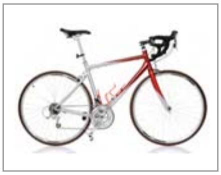
2 Which department is it in?

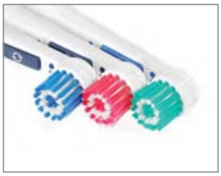
Departments

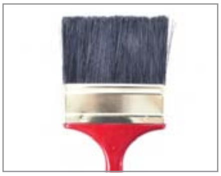
- Movies, Music & Books ❯
- Electronics & Office ❯
- Home, Garden & Tools ❯
- Health & Beauty ❯
- Toys, Kids & Baby ❯
- Clothing, Shoes & Jewelry ❯
- Sports & Outdoors ❯
- Home, Furniture & Patio ❯

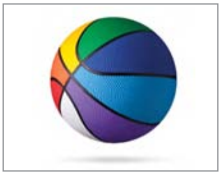












Tip!

DIY = do-it-yourself
(home improvements you do yourself)

3 More and more shoppers

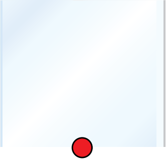
More and more people are shopping online.
Online shopping is getting **better and better.**

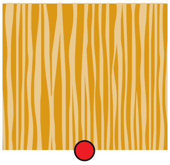
Fewer and fewer people go to bookstores.
We spend **less and less** time at the mall.

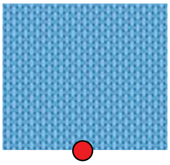
Is online shopping popular where you live? Is it becoming more and more popular?
Do you like shopping online? Why? / Why not?
What kinds of products do you buy online? What won't you buy online?

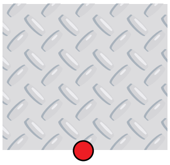
Describe products

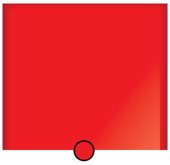
4 What is it made of?











5 Product descriptions

ERGOLINE Globe Computer Desk PCD365
~~List Price: $419.99~~
~~Price: $239.99~~
Sale Price: $159.99
You Save: $260.00 (62%)

Materials: wood, glass shelf
Dimensions: L47 x W24 x H29 inches
Shipping Weight: 50 lbs.
Only 2 in stock.

ERGOLINE Computer Desk Chair PCC255
~~**List Price: $59.99**~~
Price: $49.99
You Save: $10.00 (17%)
In stock.

Materials: Metal, Fabric
Seat Height: 19″ - 23″ (adjustable)
Back Size: 17″ W x 20″ H
Shipping Weight: 20 lbs.

length	How long is the sofa?	It's 6 ft. / 2 m long.
width	How wide is the TV?	It's 58 in. / 147 cm wide.
height	How high is the dryer?	It's too high. It won't fit here.
	How tall is the fridge?	It's 6 ft. / 2m tall.
weight	How much does the monitor weigh?	It weighs less than 24 lbs. / 11 kg.

FYI: How *tall* or how *high*?

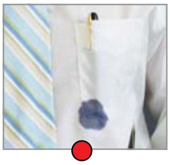
In general ...

- we use *tall* to say how far it is from the ground to the top of an object
- we use *high* to say how far an object is from the ground

The bookcase is 6 feet / 2 meters tall.	*It's 6 feet from the floor to the top of the bookcase.*
The table is 30 inches / 75 cm high.	*The tabletop is 30 inches from the floor.*

Describe problems with products

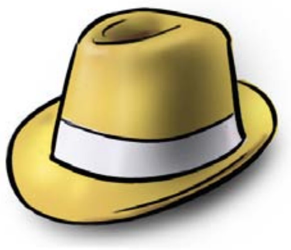
6 It's damaged



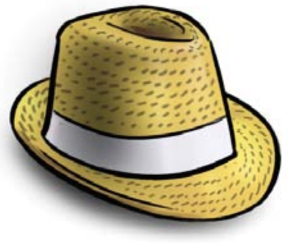
– There's a problem with the shirt I bought.
– What's wrong with it?
– It has a stain on the pocket.

– We'll have to send these wine glasses back.
– Why? What's wrong with them?
– One of them is cracked.

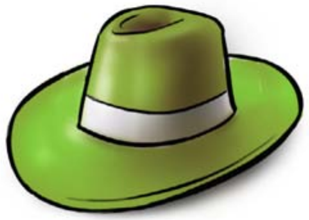
7 It's the wrong item



This is the item I bought online last week.



This is **similar to** what I ordered. It's the same color and style, but a different fabric.



This is **different from** what I ordered. It's the wrong color and the wrong size.

8 It doesn't work (Tracks 9-11)

A.

1. The woman is looking for a pair of jeans ______ what she bought before.
2. The ones the store has are the right ______, but the ______ is different.

B.

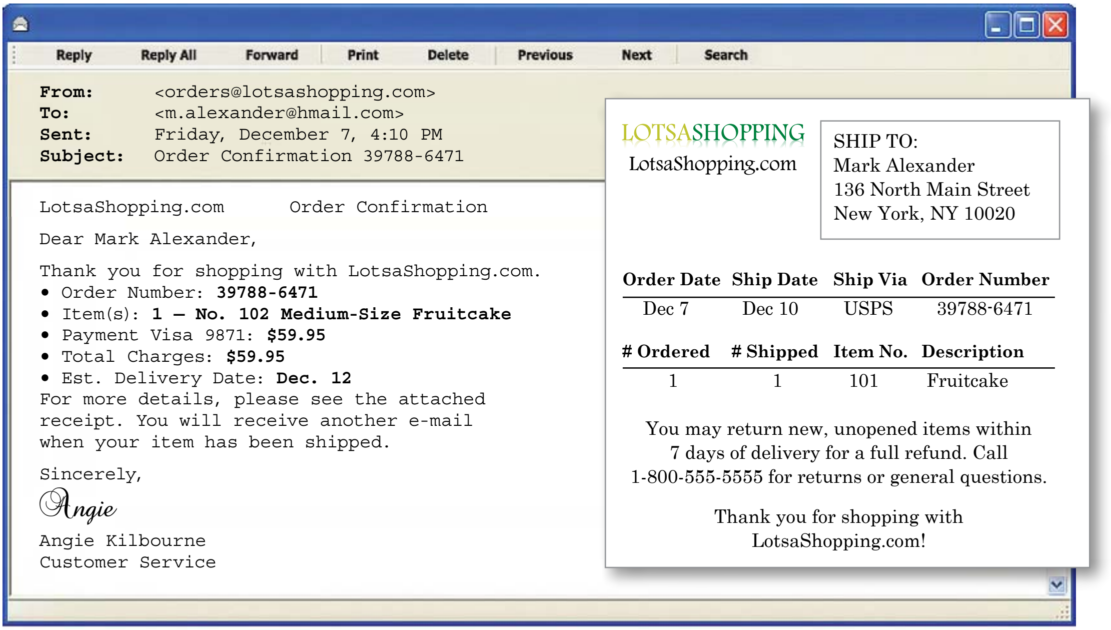
1. The man said that his new camera didn't ______.
2. There was important information about the battery in the ______.

C.

1. The man bought a collection of old ______.
2. Most of them are so ______ that he can't ______ them.

Return an item

9 Proof of purchase



From: <orders@lotsashopping.com>
To: <m.alexander@hmail.com>
Sent: Friday, December 7, 4:10 PM
Subject: Order Confirmation 39788-6471

LotsaShopping.com Order Confirmation

Dear Mark Alexander,

Thank you for shopping with LotsaShopping.com.
- Order Number: **39788-6471**
- Item(s): **1 – No. 102 Medium-Size Fruitcake**
- Payment Visa 9871: **$59.95**
- Total Charges: **$59.95**
- Est. Delivery Date: **Dec. 12**

For more details, please see the attached receipt. You will receive another e-mail when your item has been shipped.

Sincerely,

Angie

Angie Kilbourne
Customer Service

LOTSASHOPPING
LotsaShopping.com

SHIP TO:
Mark Alexander
136 North Main Street
New York, NY 10020

Order Date	Ship Date	Ship Via	Order Number
Dec 7	Dec 10	USPS	39788-6471

# Ordered	# Shipped	Item No.	Description
1	1	101	Fruitcake

You may return new, unopened items within 7 days of delivery for a full refund. Call 1-800-555-5555 for returns or general questions.

Thank you for shopping with LotsaShopping.com!

10 Not unless you have a receipt

You can't return a product if you don't have proof of purchase.
→ You can't return a product **unless** you **have** proof of purchase.

You can't use the website if you haven't created an account.
→ You can't use the website **unless** you **have created** an account.

You can't return items unless you give us a reason.
The supermarket won't accept checks unless they're from a U.S. bank.
You can't send the product back unless it's unopened and in its original packaging.

FYI: Online or virtual store?

Many words are used to talk about online stores:

online shop
Internet shop
e-shop
e-store
webshop
webstore
online store
virtual store

Return an item

11 Can I get my money back? (Tracks 12–13)

A.

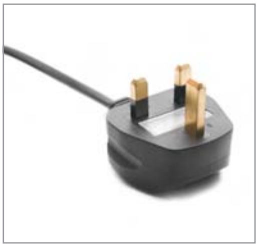
1. Why does the customer want to return the headphones?
2. How did she pay for her purchase?
3. Will U-Buy pay her shipping costs?

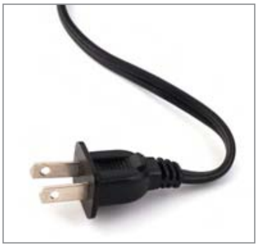
B.

1. Why does the customer want to return the jacket?
2. Why will he get a gift card instead of a refund?
3. What did he have as proof of purchase?

12 I'd like to return this

You recently purchased a video game console for your children. They were very excited when they opened the box, but they couldn't turn the console on. The store sent you the wrong version of the product. The one they sent has a three-pin electrical plug, but you need a two-pin plug.

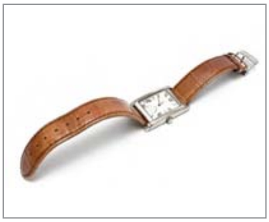




You want to return it and get a replacement. Call the store and explain the problem.

13 I can't find what I'm looking for!

A friend of yours is looking online for a watch. She wants to replace her old one with something similar. Her old watch looks like this:



Your friend is shopping on a large online shopping site. She has entered the word "watch" as her search term. The first page to come up says the store has over 65,000 watches. There are fifteen items on each page. This means there more than 4,300 pages of watches to look through. That's too much.

You want to help your friend narrow her search. Come up with some new search terms to help her reduce the number of search results.

Chapter Summary

Vocabulary & Expressions

to search
shopping cart
to select
quantity
payment method
to place (an order)
to ship
department
electronics
description, made of ~
glass, metal
plastic, wood
cotton, wool, fabric
leather
covered with (fabric)
list price, sale (price)
in / out of stock
long, length
wide, width
high, height
broken
cracked, scratched
stained, torn
the wrong (size)
different (from), similar (to)
style, model
user's guide / manual
to prove, proof of purchase
order confirmation
invoice
packing slip
unless
to replace, replacement
to exchange
refund
What's it made of?
30 in. by 20 in.
What's wrong with (it)?
It doesn't work.

Grammar

- **Are online stores more and more popular?**

– Yes, and the items are less and less expensive.

– Why are we selling fewer and fewer laptops?
– Because tablets are getting better and better.
– They're also getting smaller and smaller and lighter and lighter with longer and longer battery life.

- **Would you like the same style as this sweater?**

– It doesn't have to be the same, but similar to it.

– How is the XJ400 different from the XJ450?
– The XJ450 has new features such as GPS.

- **We won't bill you unless you are completely satisfied with our product.**

Use Your English!

- Think of something you would like to buy. Go to an online store and look for it. Find two or three different items and compare them. Print out the descriptions and tell your classmates about your "shopping trip."
- What do people buy online? What are the most popular products? Do an Internet search for the answer. Share what you find out in your next class session.
- Think of something you own, but don't need or don't want anymore. Write a description of the item in English that you can post to an online auction website to try to sell it.

Chapter Summary

Answer Key

Reading: Customer reviews

Match the ratings with the customer reviews

★★★★★ Customer ☐

☆☆☆☆★ Customer ☐

☆☆★★★ Customer ☐

Customer A
I always read customer comments and reviews before I order anything. So I wanted to share with everyone what I think about the Mimex 365 watch. I've had mine for four years now, and I must say I love it. I've worn it in the shower, while washing my hands, and even when swimming. I've only had one problem with it — the watch strap broke last week. When I called Mimex, they sent me a new one. I would definitely buy this watch again, and I recommend it to all my friends.

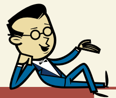
Customer B
I love the look and style of the MIMEX 365 watch. As a swimming instructor, I use the timer and lap counting functions all the time. Unfortunately, I have to take the watch off when I go in the pool. One time I forgot, and water got inside it and the watch stopped working. I sent it back to MIMEX and they replaced it, no questions asked. But the product description did say it was waterproof. Maybe there was something wrong with that one watch. But I won't wear mine in the water again!

Customer C
A nice-looking sports watch, but definitely not waterproof! It worked fine for the first few months. I wore it all the time, even when I went swimming. Then I noticed the watch face was foggy. I tried to dry the watch out, but the watch just stopped working. I tried to return it to the store where I bought it, but they said they would have to send it to Mimex for repair. I decided to get a watch made by a different company. I'll never buy a Mimex watch again.

Answer: Choose the correct answer(s)

	CUSTOMER		
1. Who had a problem with the watch strap?	☐ A	☐ B	☐ C
2. Who had problems with water getting in the watch?	☐ A	☐ B	☐ C
3. Who "loves" the watch?	☐ A	☐ B	☐ C
4. Who will never buy a Mimex watch again?	☐ A	☐ B	☐ C
5. Who had the watch replaced?	☐ A	☐ B	☐ C
6. Who thought the watch was "nice-looking"?	☐ A	☐ B	☐ C

Writing: Write your own product review



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Chapter 4

How was your trip?

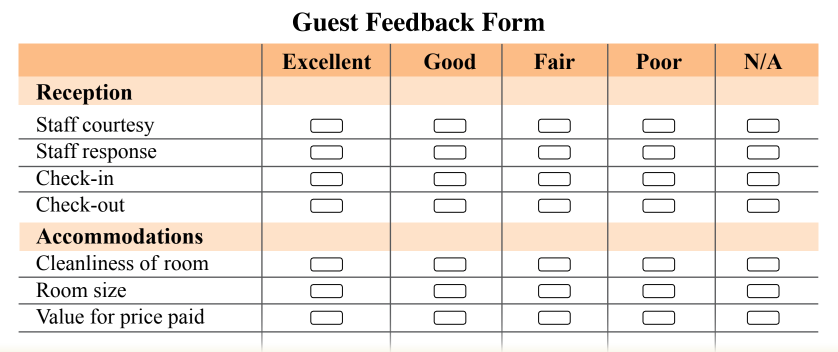
Topics	Speaking Goals	Grammar
Trips, journeys	Describe travel problems	Relative clauses: *The hotel (that) we stayed in was old.*
Travel problems	Give customer feedback	*The airline should have given us a refund.*
	Make a complaint	

In this chapter, you will ...

- **Describe travel problems**

– How was your vacation?
– Not great. The hotel we stayed in was noisy, and the car we rented broke down.
– I'm sorry to hear that.

- **Give customer feedback**



Guest Feedback Form

	Excellent	Good	Fair	Poor	N/A
Reception					
Staff courtesy	☐	☐	☐	☐	☐
Staff response	☐	☐	☐	☐	☐
Check-in	☐	☐	☐	☐	☐
Check-out	☐	☐	☐	☐	☐
Accommodations					
Cleanliness of room	☐	☐	☐	☐	☐
Room size	☐	☐	☐	☐	☐
Value for price paid	☐	☐	☐	☐	☐

- **Make a complaint**

– I'd like to speak to the manager, please.
– May I ask what the problem is?
– I'm not happy with my room. I'd like to have a new room, please.

Describe travel problems

1 Most common complaints

Airlines	Hotels	Car rental
• delays, cancellations, missed connections • lost, damaged baggage • overbooking • reservation problems • baggage charges	• room not clean • unfriendly staff • amenities unsatisfactory • noisy neighbors • overbooking • uncomfortable bed	• confusing rates • extra fuel charges • car not ready at designated pick-up time • overbooking • charges for damage

2 It must have happened then

– When do you think your wallet was stolen?
– I don't know. It must have happened when we were buying our tickets.
– You didn't see or feel anything?
– Not really. I only know that I had my wallet when I paid for the tickets and now it's gone.

3 The hotel we stayed in was old

The train was late. We were on **it**.
→ The train **that** we were on was late.
→ The train we were on was late.

The woman was very friendly. I talked to **her**.
→ The woman **that** I talked to was very friendly.
→ The woman I talked to was very friendly.

– The hotel we stayed in was small and dark.
– Why didn't you change hotels?
– All the others were sold out.

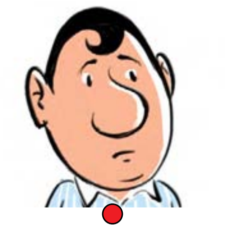
– We missed our connection, but the agent we spoke to was helpful. She got us on another flight right away.
– Lucky for you!

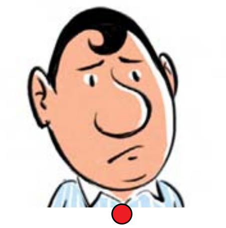
4 Was it really that bad?

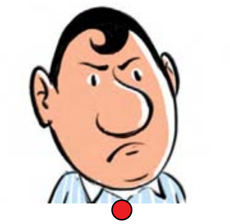
– Hi, Bill. How was your trip?
– Oh, don't ask.
– Was it really that bad?
– Well, our flight was horrible, and the hotel where we stayed was uncomfortable and not very clean.
– Was there anything good about the trip?
– Yes, the people we met in the city were friendly and very welcoming.

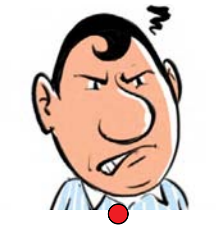
Describe travel problems

5 We were disappointed









I was disappointed with the restaurant.
I expected it to be much nicer.

Angry? I'm furious! We paid for this trip
months ago and now it's been canceled.

6 I don't believe it!

You're joking!

That's unbelievable!

No way!

That's incredible!

- A passenger had to check his carry-on bag during boarding, because it was too heavy. When the passenger got his bag back at his destination, his camera was missing.
- A car rental customer returned her car with a full tank of gas and showed the receipt for the gas to the car rental agent when she paid her bill. The rental agency later charged her credit card $90 for gas.
- The electricity went out at a hotel. Without power, there was no heating in the hotel. One couple's room was so cold there was ice on the inside of the windows. The hotel refused to refund the money for their stay.

7 Did I ever tell you about my trip to ...? (Tracks 14–15)

Part 1

1. The bus trip from Budapest to Barcelona should take about ______ hours.
2. But it actually took over ______ hours for Javier to return to Barcelona.
3. The first bus he was on ______ after a few blocks.

Part 2

1. Why did the passengers have to wait at the border? ______
2. How did they get home? ______

Give customer feedback

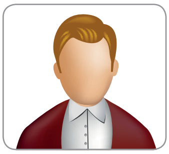
8 Customer reviews

FlyBoy – 1 hour ago 👍 91 👎 1

This airline isn't any different from the other airlines. When we boarded, the crew didn't greet us in any way. There was no "Hello," no "Welcome aboard," no smiles, nothing. The food was OK and the seats were comfortable, but the service was nothing special. Personally, I'd rather pay a little more and get better service.

Pinky – 6 hours ago 👍 162 👎 4

I flew with this airline last year, and I thought they were great. The flight attendants were courteous and treated us well, and the service was fast and efficient. There was a slight delay before our departure, but for the reasonable price I paid, I can't complain.



Mike S – 1 day ago 👍 41 👎 2

I've never had such a bad experience on an airplane before. There were delays going both directions, and the flight attendants were rude. I wrote an e-mail to the company complaining about my trip, but I never got an answer. I won't fly with this airline ever again.

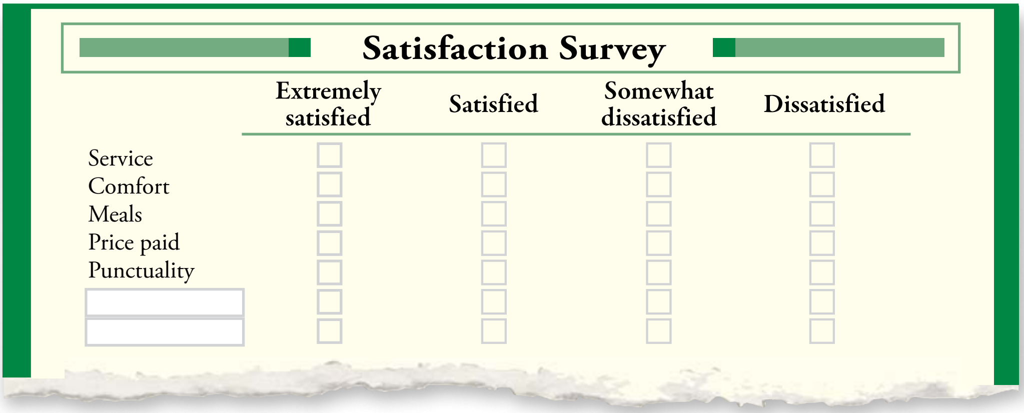
9 They should have greeted us

Airline employees should always be polite. On my last trip, they weren't.
→ They **should have been** polite. → They **shouldn't have been** rude.

– Why are you angry at the airline?
– They should have told us about the delay.

– Didn't you get gas before returning the car?
– Yes. That's why they shouldn't have charged us for fuel.

10 Customer satisfaction surveys



Satisfaction Survey

	Extremely satisfied	Satisfied	Somewhat dissatisfied	Dissatisfied
Service	☐	☐	☐	☐
Comfort	☐	☐	☐	☐
Meals	☐	☐	☐	☐
Price paid	☐	☐	☐	☐
Punctuality	☐	☐	☐	☐
	☐	☐	☐	☐
	☐	☐	☐	☐

Comments:

Make a complaint

11 What seems to be the problem?

CUSTOMER	COMPANY REPRESENTATIVE
Say who you are. Say that you have a problem.	Ask what the problem is.
Say what the problem is. Explain why it is a problem for you.	Apologize. Ask for additional information if needed.
Provide additional information if needed.	Say what you can / will do.
Thank the person for his or her help.	Apologize again for the inconvenience to the customer.

12 I'd like to speak to the manager (Track 16)

1. The agency doesn't have Ms. Walker's reservation, because
2. They can't give her a compact car, because
3. The company can give her
4. Ms. Walker doesn't want the other car, because
5. The agent checked with the manager. He will

13 Could you please help me?

A. You are at a hotel. Your room has a king-size bed. You reserved a room with two double beds.

B. You are on an airplane. You requested a vegetarian meal. You have been given chicken.

C. You are at a train station. Your train was late, so you missed your connection.

D.

Make a complaint

14 I'm writing to complain about ...

Student A Role Card 1

You were in Springfield on business last week. You stayed at the Goldcrest Hotel, and you had a terrible stay. Some construction work was being done across the street from the hotel while you were there. The noise from the construction woke you up at 5 o'clock every morning. You wanted to change rooms to the other side of the hotel, but there were no rooms available. Because of this, you were very tired during your meetings. You're back at home now, but you're still upset about your hotel experience. Write to the manager of the hotel.

Student B Role Card 1

You are a frequent flyer on Omega Airlines. Recently you bought a ticket to fly from New York to Toronto with Omega Airlines (Flight 568). When you got to the airport, you learned the flight was delayed due to a mechanical problem. At the check-in desk, you were told you would be on the next flight three hours later. You couldn't wait that long. You had to be in Toronto for a business meeting. So you decided to book a seat on a different airline. When you asked for a refund at the Omega Airlines desk, they told you they couldn't give you one because your ticket was non-refundable. You think this is unfair. The only reason you didn't use the ticket was because of the delay. Write to the airline.

15 Our top 10 complaints

1.
2.
3.
4.
5.
6.
7.
8.
9.
10.

Chapter Summary

Vocabulary & Expressions

complaint, to complain
to steal
disappointed, upset
angry, ~ with, furious
to believe
feedback, to give ~
satisfied / dissatisfied

reasonable
slight (delay)
to greet
courteous, efficient(ly)
to treat (well)
survey, customer satisfaction ~
punctuality

extremely, somewhat
to make a complaint
to upgrade
That's unbelievable!
That's incredible!
No way!
You're joking!

Grammar

- **The room (that) we stayed in was dirty.**

– What happened with the Wilsons?
– The car they rented broke down.

– Which flight is overbooked?
– The flight we're taking is overbooked.

- **The front desk should have called you.**

– Yes, they should have called me at 6:30.

– Has the airline answered your complaint?
– No. They should have answered by now.

- **The man (that) I spoke to was the manager.**

– How was your last business trip?
– It was good. The client we saw ordered 20 machines.

– Who are they boarding now?
– The passengers we saw earlier during check-in.

- **Omega Airlines shouldn't have delayed the flight.**

– No, they shouldn't have delayed it for one person.

– Have you returned the car?
– Yes, I have, but I shouldn't have returned it so soon.

Use Your English!

- What are the ten most common complaints travelers around the world have about airlines / hotels / car rental agencies? Choose one type of service and search online for the answer. Is the worldwide list similar to your list? Share the results at your next lesson.
- The next time you travel, look for customer feedback forms in English and fill them in.
- The next time you want to complain about something, use the framework in Activity 11 to prepare what you should say.

Chapter Summary

Answer Key

Reading: A letter of complaint

I am writing to complain about the vacation you organized for us.

When we booked the trip, we were told that a representative from your company would meet us at the airport. We waited in the arrivals area for over two hours, but no one ever came. We tried calling the number you gave us for your representative, but we got no answer. We then had to find a way to get to our hotel on our own. The cab driver we found drove us around the city for another two hours before he finally dropped us off at our hotel. The fare he charged us was unbelievable. By the time we finally got to our room, we were exhausted and upset.

We expected our vacation to start in a much better way. The problems we had were caused by your representative. Because of this, I would like to request a refund for that terrible first day.

A. Which of these complaints were not mentioned in the customer's letter?

☐ a. A taxi driver took a long time to take them to their hotel.
☐ b. The hotel rooms were extremely dirty.
☐ c. The representative from the travel agency didn't meet them at the airport.
☐ d. The rest of the vacation was terrible.
☐ e. The taxi driver charged them a lot of money.
☐ f. The travel agency representative could not be contacted.
☐ g. They couldn't understand the language.
☐ h. They didn't get the refund they were promised.

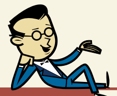
We are very sorry to hear that you were (a) ______ with the vacation organized for you by Oceanside Travel.

One of our representatives (b) ______ at the airport to meet you. When it was clear that she would be delayed, she should have made other (c) ______. We understand how difficult and upsetting it can be when you need (d) ______ in a country where you do not speak the language. We deeply (e) ______ the discomfort this caused you. We are looking into the matter to make sure that this will not happen again.

To (f) ______ you for your trouble, enclosed is a 50% discount (g) ______ for your next trip with Oceanside. Once again, please accept our (h) ______.

B. Read and choose the correct word

a. ○ dissatisfied ○ satisfied
b. ○ should be ○ should have been
c. ○ arrangements ○ organizations
d. ○ assist ○ assistance
e. ○ regret ○ sorry
f. ○ compensate ○ compensation
g. ○ refund ○ voucher
h. ○ apologies ○ excuses



check it out! www.berlitzenglish.com

Chapter 5

Was anyone hurt?

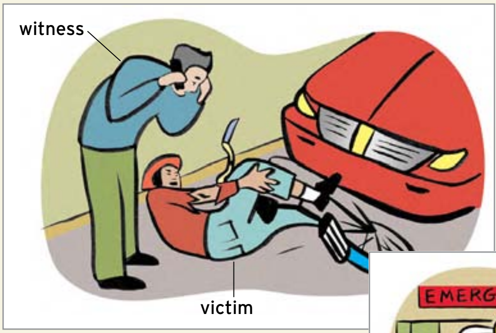
Topics	Speaking Goals	Grammar
Accidents Injuries	Talk about injuries Report an accident Describe medical emergencies Call for help	*cut / burned / hurt* + *-self*: *Tim hurt himself when he fell.* Passive voice: *The accident victim is being taken to the hospital by ambulance.*

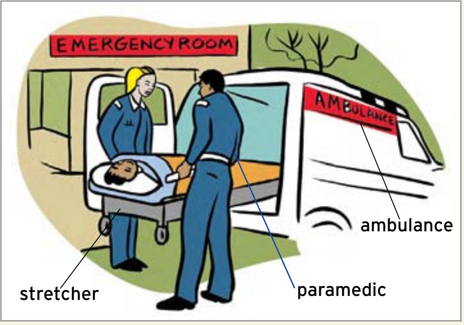
In this chapter, you will ...

- **Talk about injuries**

– Ouch!
– Are you all right?
– I hit my finger with the hammer.
– You're lucky you didn't fall off the ladder.

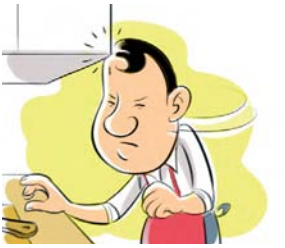
- **Report an accident, describe medical emergencies, and call for help**


witness
victim

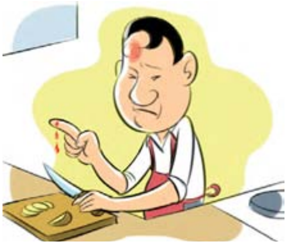

EMERGENCY ROOM
AMBULANCE
ambulance
stretcher
paramedic

Talk about injuries

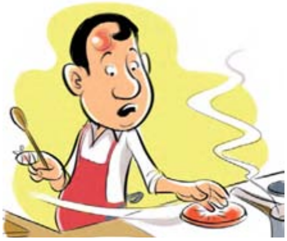
1 What did you do to yourself?



Bert bumped his head.



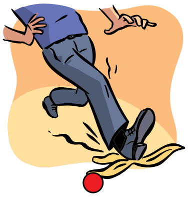
He cut himself.

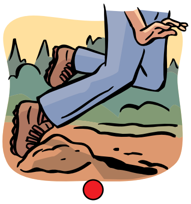


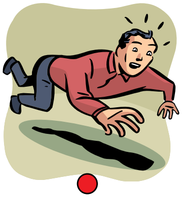
Then he burned himself.

- That's a nasty bruise on your forehead, Bert. How did you hurt yourself?
- I bumped my head on the cupboard.
- You poor guy. I do that all the time. And what happened to your finger?
- I cut myself while I was chopping vegetables.
- And your hand? Don't tell me — you burned yourself.
- I forgot the stove was on.
- You need to be more careful. You're a real danger to yourself.

2 Are you all right?

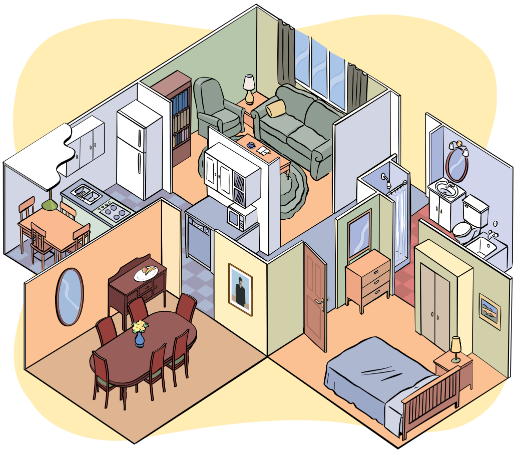






- Are you all right?
- I think so.
- What happened?
- I slipped and fell.
- Can I give you a hand?
- Yes. Thank you.

3 Home can be a dangerous place



According to Emergency Room data, 47% of all injuries in the United States occur in the home.

What kinds of accidents and injuries can happen in different rooms?

What's the most dangerous room in your home? Why?

Report an accident

4 What happened?

The driver lost control of the car.
The car ran off the road and into a tree.

The driver wasn't paying attention to the traffic.
The driver crashed into the car in front of her.

5 Is that what happened? (Tracks 17–19)

▶ **A.**
- ☐ 1. The driver was going straight through the intersection.
- ☐ 2. The driver saw the cyclist earlier, but not when he turned.
- ☐ 3. The driver didn't check his mirrors.

▶ **B.**
- ☐ 1. The witness was standing on the corner at the intersection.
- ☐ 2. The witness saw the driver look to the left only.
- ☐ 3. The witness says the cyclist ran into the car.

▶ **C.**
- ☐ 1. The cyclist thinks the accident was the driver's fault.
- ☐ 2. The cyclist was paying attention to the car.
- ☐ 3. She tried to stop her bike at the corner.

6 Accident report

A LOCATION:

DATE OF ACCIDENT: D

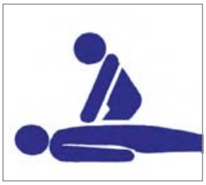
B DESCRIPTION OF ACCIDENT:

NUMBER OF VEHICLES INVOLVED: E

C

Describe medical emergencies

7 What's your emergency?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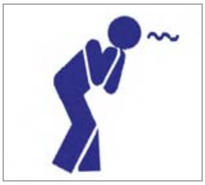
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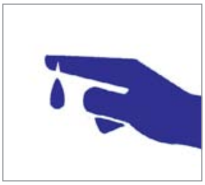
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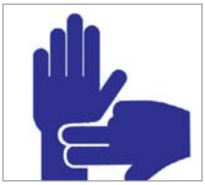
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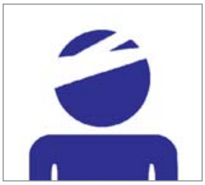

e

1. ☐ He's not breathing!
2. ☐ I can't feel a pulse.
3. ☐ He has a head injury.
4. ☐ She's unconscious!
5. ☐ She's bleeding!

8 Don't panic

- Look! My leg is bleeding.
- Don't panic. I'll call an ambulance right away.

- What happened?
- My friend cut himself. It looks bad.
- Don't worry. He'll be fine.

Tip!

🇺🇸 🇨🇦 Emergency Room (ER)

🇬🇧 🇮🇪 🇦🇺 🇳🇿 Accident and Emergency Dept. (A&E)
Casualty

How to reassure someone:

- Everything is going to be all right.
- Stay calm. Help is on the way.

9 He's being taken to the hospital

They are taking George to the hospital.
→ George **is being taken** to the hospital.

They were bandaging his hand when I arrived.
→ His hand **was being bandaged** when I arrived.

They were examining him when we got there.

They were X-raying his leg when you called.

They are putting a cast on his leg.

They are releasing him from the hospital.

Call for help

10a An ambulance is on its way (Tracks 20-21)

A. David fell from (1) ________. When Susan called 911, David was breathing, but he was (2) ________. Susan said he wasn't (3) ________. The emergency dispatcher told Susan not to (4) ________ David. She also told Susan not to (5) ________ the phone.

B. When Susan called Steve, David was being (1) ________ by the doctor. The doctor told Susan that David (2) ________ taken to the X-ray department. He said David had a (3) ________ and that they wanted to check for (4) ________ and (5) ________ injuries.

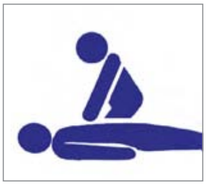
Emergency numbers

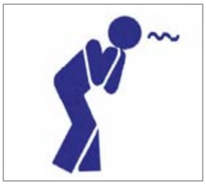
These numbers are for emergencies only.

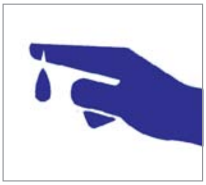
US / CN	911	**AU**	000 or 112	**UK / IRL**	999 or 112
EU	112	**NZ**	111		

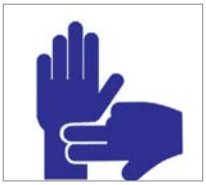
For non-emergency situations, call the local police, fire, or ambulance numbers.

10b Call 911









– 911. What's your emergency?

– ________

– ________

– ________

– ________

– ________

– ________

Report an accident

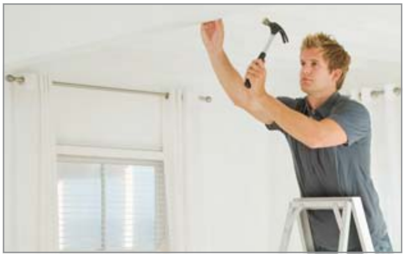
11 An accident on River Road

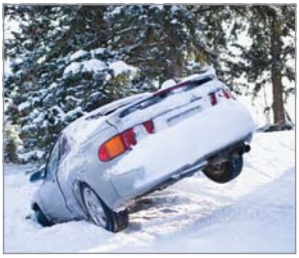
A tourist was injured yesterday in an accident on River Road. Apparently, the woman lost control of her rental motorbike and was thrown over a garden wall. The homeowner whose garden the woman landed in called 911. Three different emergency service teams arrived at the scene of the accident. When the police arrived, the accident victim's husband was directing traffic. The victim was taken to the hospital by ambulance. According to a hospital spokesperson, the woman's injuries were not serious and she will be released from the hospital tomorrow. The garden suffered minor damage.

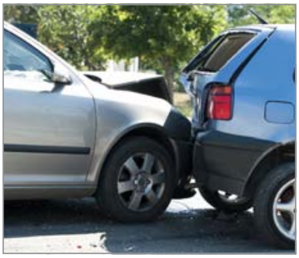
Correct the statements

1. The tourist was riding a bicycle. ☐
2. The woman's husband called 911. ☐
3. The woman was seriously injured. ☐

12 News report


A. ☐


B. ☐


C. ☐

1. Actress Casey Jameson in third automobile accident this month

2. Natural Ladders, Inc., of New Hope recalls XL 600 Series due to customer accidents

3. Weather is big factor in several accidents during weekend

A. ☐

B. ☐

C. ☐

Chapter Summary

Vocabulary & Expressions

injured, injury
to bump / bang
bruise
to burn
to slip, to trip
witness *(n., v.)*
to control, to lose control (of)
to run off (the road)
to run into
crash *(n., v.)*
to pay attention, to cause
victim, accident ~
brake *(n., v.)*

to question
medical emergency
ambulance, paramedic
to rescue
conscious / unconscious
to breathe
pulse, to check (my) ~
to beat, heartbeat
blood, to bleed
calm, to ~ down, to stay ~
to panic
worried
to reassure, reassured

emergency room / ER
(A&E Dept. *UK*)
to examine
bandage *(n., v.)*, cast
X-ray
to release (from hospital)
How did you hurt yourself?
Can I give you a hand?
Whose fault …?
Don't panic.
to be up and about in no time
What's the nature of your emergency?

Grammar

- **How did John burn himself?**

– He burned himself on the stove.

– What happened to your finger?
– I cut myself with the bread knife.

– Is Brenda OK?
– Not really. She hurt herself when she fell.

– Why did the officers question the Yangs?
– They wanted to reassure themselves that the Yangs were OK.

- **Where are the injured being taken?**

– They're being taken to Bellevue Hospital.

– What is happening with David?
– He is being examined by the nurse.

– Which leg is being X-rayed?
– It's his left leg.

– What were the doctors checking for?
– Paula's head, neck, and shoulders were being checked for fractures.

Use Your English!

- How can you make your home / office safer? Look online for tips.
- Watch an English-language medical show on TV or online and listen to the characters describing medical emergencies. What new expressions or words do you hear? Write them down and share them in your next lesson.
- Imagine you are visiting Sydney, London, or New York. You are staying at a downtown hotel and someone in your group has an accident. Write down and practice what you might say when you call for help.

Chapter Summary

Answer Key

Reading: Better safe than sorry

When you get up in the morning, you probably don't think much about all the dangers you face even before you leave the house. When people think of getting hurt, the first thing that comes to mind is a car or plane accident. The truth is that millions of people suffer serious injuries, and even death, in their own homes.

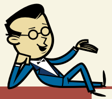
As you walk downstairs, consider that falls cause half of all accidental deaths in the home and are the number one cause of visits to the emergency room. And be very careful as you plug in the toaster: many people die from electrocution due to faulty electrical wiring. In fact, you should think twice before biting into that piece of toast, too. Statistics show choking causes thousands of death each year. And then there are dogs and other animals, swimming pools, medicines and poisons, and firearms to worry about!

With all these hidden dangers, you might think that it would be safer just to stay in bed. Well, think again. A surprising number of people are injured while in or near a bed. And, as we know, that's where most people die. So, get up and get out of bed — before you fall out!

Answer: True or false?

	TRUE	FALSE
1 . Millions of people suffer serious injuries at home.	○	○
2. Falls cause half of all hospital visits.	○	○
3. Falls are the leading cause of accidental deaths in the home.	○	○
4. Faulty wiring can cause choking.	○	○
5. It's safer to stay in bed.	○	○
6. Most people die when they fall out of bed.	○	○

Writing: What kinds of injuries happen in your home or office?



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Review

Now you can ...!

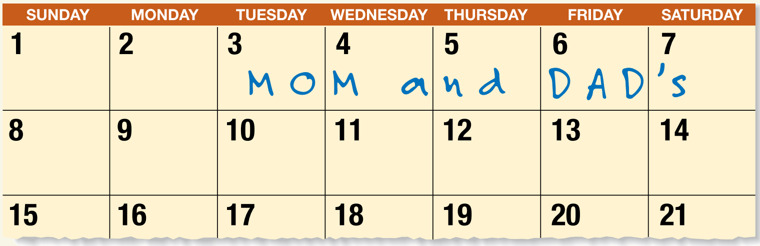
- Call for help
- Describe medical emergencies
- Report an accident
- Talk about injuries
- Make a complaint
- Give customer feedback
- Describe travel problems
- Return an item
- Describe problems with products
- Describe products
- Discuss online shopping habits
- Apologize and make excuses
- Make promises
- Ask to borrow something
- Ask a favor
- Give and respond to compliments
- Extend and respond to invitations
- Talk about special occasions

Action Module 1 Role Card A

You and a guest have been invited to a company reception. Black tie is required. A friend of yours is in town on business for a few days, and you would like him / her to join you. Call your friend and ask him / her to accompany you to the reception.

Action Module 2 Role Card A

Today is Sunday the 1st. This week, you are going to visit your parents, who live in another city. You plan to leave on Tuesday and come back Saturday night. You have two cats and an aquarium with tropical fish. While you're gone, you'd like your neighbor to feed your cats and your fish. Call your neighbor.



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3 MO	4 M a	5 nd	6 DAD	7 's
8	9	10	11	12	13	14
15	16	17	18	19	20	21

Action Module 3 Role Card A

You recently ordered a jewelry set (necklace, bracelet, earrings) online. You wanted to give the set to a friend for her birthday. The jewelry arrived today. When you opened the box, you noticed the items were made of cheap, silver-colored metal. When you ordered the jewelry, you thought they were made of silver. You would like to return the set and get a new one in silver. Call the customer service department.

Action Module 1 Role Card B

You are on a business trip in a town where a friend of yours lives. Because you will only be there a couple of days, you didn't bring many clothes with you. What you have brought is appropriate for business meetings and casual dinners. Your phone is ringing. Answer it.

Action Module 2 Role Card B

Today is Sunday the 1st. On Saturday morning, you are leaving for vacation. You're coming back in a week. Last year, someone broke into your house when you were away. This year you want someone to check your house and to water your plants and bring in your mail while you're gone. You're not sure who to ask. Your phone is ringing. Answer it.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5	6	7 Flt. 652 dep. 7:09 am
8 H	9 A	10 W	11 A	12 I	13 I	14 Flt. 653 arr. 5:25 pm
15	16	17	18	19	20	21

Action Module 3 Role Card B

You work for SilverStyle Jewelry, an online jewelry store. You recently posted a new item online – a boxed jewelry set containing a necklace, a bracelet, and earrings. Unfortunately, there was a mistake in the product description. The description said that the jewelry was made of silver. In fact, the items in the set are made of chrome-plated steel. The description has now been corrected.

You have received a lot of complaints about the jewelry. If a customer complains, you have two options. You can:

- offer a gift certificate for the amount of the purchase
- offer a refund

Your phone is ringing. Answer it.

Action Module 4 Role Card A

You have just arrived home from the worst trip you have ever taken. Your best friend recommended a hotel to you, but it was awful. The housekeepers didn't clean the rooms, the room service was incredibly slow, the TV didn't work, and there was never anyone at the reception desk. Coming back, there were delays at the airport, and you had to wait an hour for your bag. Then the taxi driver overcharged you for the fare home. You are ready to take a bath and climb into bed.

Your phone is ringing. Answer it.

Action Module 5 Role Card A

You're walking in the park with a friend. Ask him / her how things are going.

Action Module 4 Role Card B

Your best friend was out of town last week. He / She has just returned home. Before your friend left, you recommended a hotel to him / her, because you had a wonderful time when you stayed there. It was clean and comfortable. Call your friend and find out how the trip was and what he / she thought of the hotel.

Action Module 5 Role Card B

You're walking in the park with a friend. Suddenly, you feel a sharp pain in your neck. A bee has stung you. You are very allergic to bee stings.

Your neck is starting to swell and you don't feel well, so you sit down on the ground.

Ask your friend for help.

Your Turn

1

A: Describe the last event you were invited to. What was the occasion? Where was the event held? How many people attended? Was it formal or informal?

B: Ask a classmate or your teacher about formal and informal parties. Which does he / she prefer? Why? What's the most formal party he / she has been to? What did he / she wear?

2

A: Some people say you should never lend money to friends, because it could damage your friendship. What do you think?

B: Ask a classmate or your teacher about a time when he / she had to borrow something. What was it? Why did he / she need to borrow it? Did he / she return it on time?

3

A: Tell the class about online shopping in your country. Are there many online stores? Are more and more people using the Internet to make purchases and payments? How would you rate the online shopping that's available in your country?

B: Ask a classmate or your teacher about a time when he / she had a problem with something he / she bought. What was the problem? How was the problem solved? Did he / she get a replacement or a refund?

4

A: Tell the class about the worst travel experience you have ever had. When did it happen? Where were you? What went wrong? Which travel services were involved? Did they help you? How?

B: Ask a classmate or your teacher about the worst travel experience he / she ever had. Where did he / she go? What made the trip so bad?

5

A: Tell the class about an emergency situation you were in, witnessed, or saw on TV. What happened? Where were you? What did you do?

B: Ask a classmate or your teacher if he / she (or someone he / she knows) has ever witnessed an accident. Where and when did it happen? What kind of injuries were there?

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Chapter 7

What are you good at?

Topics	Speaking Goals	Grammar
Job skills	Describe skills and personal qualities	Present perfect progressive: *Jim has been working since he was 15.*
Interviews	Say how well you can do something	Prefixes: *unpleasant*, *dishonest*, *indecisive*, *immature*, *irrational*, *illiterate*, etc.
Personal qualities	Describe job skills	

In this chapter, you will ...

- **Describe skills and personal qualities**

- **Say how well you can do something**

– Is Ann a good teacher?
– Yes. She's been teaching for years. She's an expert!
– How good is she with classroom software?
– She took a course a few weeks ago. She's still a beginner.

- **Describe job skills**

Large International Company is

LOOKING FOR MANAGEMENT TRAINEES WHO:

- speak English and Japanese
- have strong computer and analytical skills
- have a minimum of 2 to 3 years' work experience

What experience, skills, and personal qualities are required for this job?

Describe skills and personal qualities

1 Are you good with people?

Sheila is a good accountant.
She's good with numbers.
She's good at math.
She's good at analyzing data.

Paul is a good teacher.
He's good with children.
He's good at many subjects.
He's good at managing groups.

Linda is a good writer.
She's good with words.
She's good at English.
She's good at organizing ideas.

1. I'm a good
2. I'm good with
3. I'm good at
4. I'm good at

2 I've been doing that for years

Paul began teaching in 2001. He's still teaching.
→ Paul **has been teaching** since 2001.

Sheila began working as an accountant ten years ago. She's still an accountant.
→ Sheila **has been working** as an accountant for ten years.

– How long have you been studying English?
– I started two years ago.
– Really? You're a fast learner!

– I'm sorry I'm late. Have you been waiting long?
– No, don't worry about it. I've been catching up with e-mail while I was waiting.

– Have you been writing for a long time?
– Yes, I have. I've been writing since I graduated from college. My first job was at a local newspaper. After that I worked for a well-known news magazine.
– Do you still work there?
– No, I don't. Now I work as a freelance writer for several online news sites.
– How long have you been doing that?
– I've been doing that for the last three years.

Describe personal qualities

3 *fair* or *unfair*?

un-		**in-**		**im-**	
fair	unfair	efficient	inefficient	patient	impatient
pleasant	unpleasant	decisive	indecisive	polite	impolite
reliable	unreliable	flexible	inflexible	mature	immature
dis-		**ir-**		**il-**	
honest	dishonest	responsible	irresponsible	literate	illiterate
organized	disorganized	rational	irrational	logical	illogical

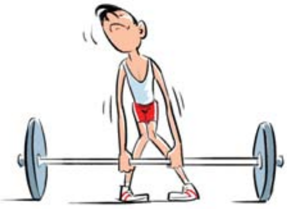
– What's your boss like?
– He's fair and honest.

– What is Ellie like?
– She's irresponsible and unreliable.

– What is your husband like?
– He's reliable, but impatient.

4 What are your strengths?

hardworking	lazy
enthusiastic	indifferent
outgoing	shy
creative	boring
calm	nervous



– What are your strengths?
– I consider myself hardworking and dependable.
– What is your biggest weakness?
– I can be a little impatient sometimes.

– Eileen seems like an excellent employee.
– She is. She has quite a few strengths. She's enthusiastic, she's creative, and she's always calm in a crisis.

5 What are they like? (Tracks 22-24)

A. Annette's greatest strength is that she is (1) ______. She works well with others, but she prefers to work (2) ______. Her biggest weakness is that she is (3) ______.

B. Daniel considers himself (1) ______ and reliable. He thinks his best quality is that he is (2) ______. He doesn't think he has any weaknesses, but his girlfriend says he's a bit (3) ______ sometimes.

C. Charlene is (1) ______, flexible, and (2) ______. Even when passengers are (3) ______ to her, she does her best to be friendly and (4) ______.

Say how well you can do something

6 How good are they?

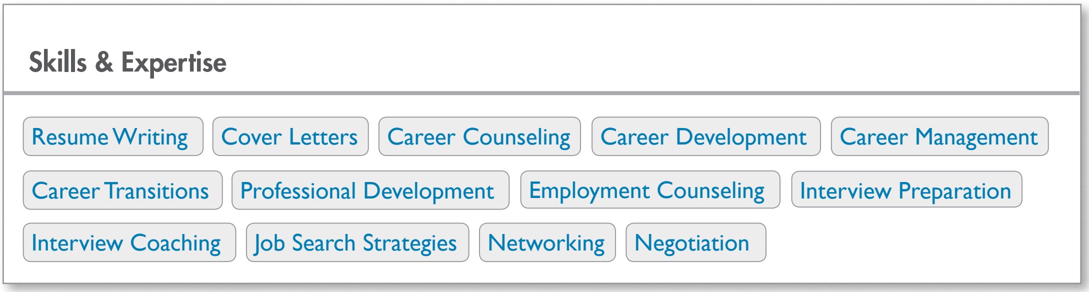
– Who can help me with my computer?
– Talk to Ted. He's an expert.

– How good are you at web design?
– Who, me? I'm just an amateur, but my son is very good at it.

– Can you recommend a good mechanic?
– No, but don't go to Big Joe's Auto Repair. They're completely incompetent.

NOT SO GOOD	GOOD	VERY GOOD
a beginner an amateur	competent	an expert a professional
BAD		
incompetent	competent	proficient

7 What are your areas of expertise?



Skills & Expertise

Resume Writing | Cover Letters | Career Counseling | Career Development | Career Management
Career Transitions | Professional Development | Employment Counseling | Interview Preparation
Interview Coaching | Job Search Strategies | Networking | Negotiation

What computer software are you proficient with? What languages are you proficient in?

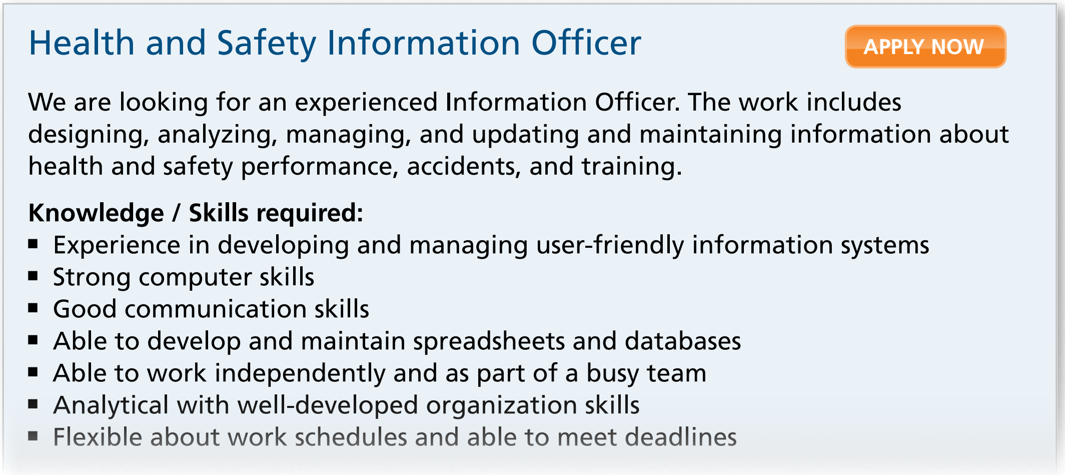
What are you an expert at?

FYI: Skills employers look for

- Written / Oral Communication
- Leadership
- Organizational
- Negotiation
- Project Management
- Analytical / Problem Solving
- Time Management
- Languages

Describe job skills

8 The ideal candidate

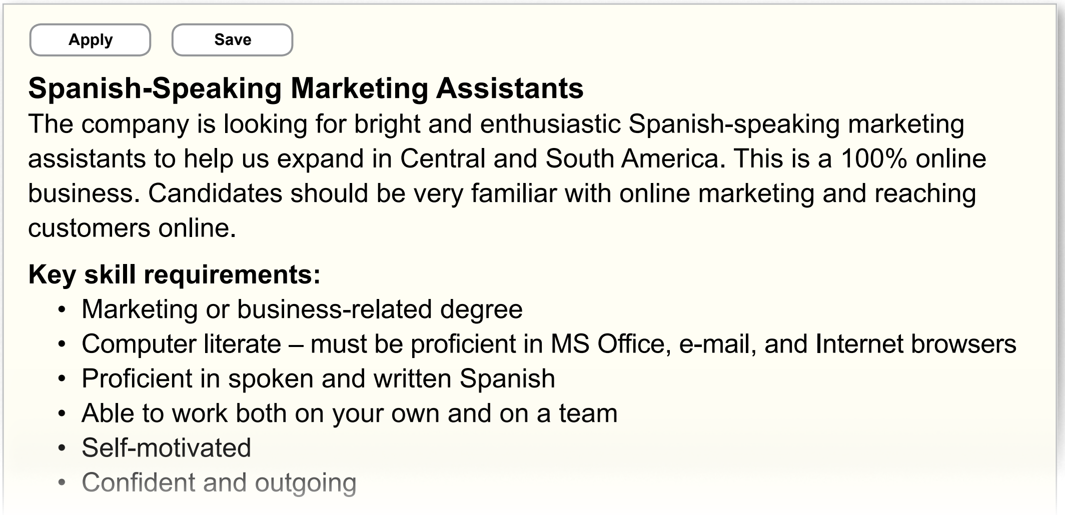


Health and Safety Information Officer

We are looking for an experienced Information Officer. The work includes designing, analyzing, managing, and updating and maintaining information about health and safety performance, accidents, and training.

Knowledge / Skills required:

- Experience in developing and managing user-friendly information systems
- Strong computer skills
- Good communication skills
- Able to develop and maintain spreadsheets and databases
- Able to work independently and as part of a busy team
- Analytical with well-developed organization skills
- Flexible about work schedules and able to meet deadlines



Spanish-Speaking Marketing Assistants

The company is looking for bright and enthusiastic Spanish-speaking marketing assistants to help us expand in Central and South America. This is a 100% online business. Candidates should be very familiar with online marketing and reaching customers online.

Key skill requirements:

- Marketing or business-related degree
- Computer literate – must be proficient in MS Office, e-mail, and Internet browsers
- Proficient in spoken and written Spanish
- Able to work both on your own and on a team
- Self-motivated
- Confident and outgoing

Job:

What personal qualities should applicants have?	What skills should applicants have?	What should applicants be proficient in / with?

Describe job skills

9 What skills are required?

10 Key requirements for my job

Education / Training

Skills

Personal qualities

11 Strengths or weaknesses?

Do you consider these personal qualities to be strengths or weaknesses? Why?

I don't make decisions quickly. I like to have time to think about things before deciding.

I like to talk to my colleagues and get to know them really well. I've had lunch with at least twenty of my co-workers over the last year. They're good people.

I work 10-12 hours a day. Once I sit down at my computer, I almost never get up again. I eat lunch at my desk — sometimes I don't eat lunch at all.

A. ☐ strength ☐ weakness **B.** ☐ strength ☐ weakness **C.** ☐ strength ☐ weakness

Chapter Summary

Vocabulary & Expressions

skill
good at / with
freelance, freelancer
personal qualities
pleasant / unpleasant
reliable / unreliable
fair / unfair
honest / dishonest
disorganized
decisive / indecisive
flexible / inflexible

patient / impatient
literate / illiterate, computer ~
logical / illogical
rational / irrational
hardworking / lazy
enthusiastic (about *-ing*)
outgoing / shy
nervous
strength / weakness
dependent / independent(ly)
expert / beginner

amateur / professional
competent / incompetent
proficient
area of expertise
required, requirements
candidate
bright
motivated, self-motivated
confident
I consider myself ...

Grammar

- **How long have you been working as a chef?**

– I've been working as a chef for six years.
– Have you been working here for six years?
– Yes, I have. / No, I haven't.

– Have you been waiting long?
– No, I've only been waiting about ten minutes.

- **Was the staff pleasant?**

– Most of them were, but one of the younger employees was unpleasant and impolite.

– What are some of your strengths?
– I'm patient, flexible, honest, organized, decisive, and hardworking.

– Are you an honest person?
– I consider myself a very honest person.

- **How long has Jim been working freelance?**

– He's been working freelance for two years.
– Has he been getting many jobs as a freelancer?
– Yes, he has. / No, he hasn't.

– Where has Kristen been studying?
– She's been studying in Boston for the last year.

- **How did you find out that Ken was illiterate?**

– When we gave him the application, he asked if he could take it home to complete it.

– What were some of the candidate's weaknesses?
– She was impatient, unprofessional, disorganized, and unfriendly.

– What do Ichiro's colleagues think of him?
– He is considered a bright and reliable team player.

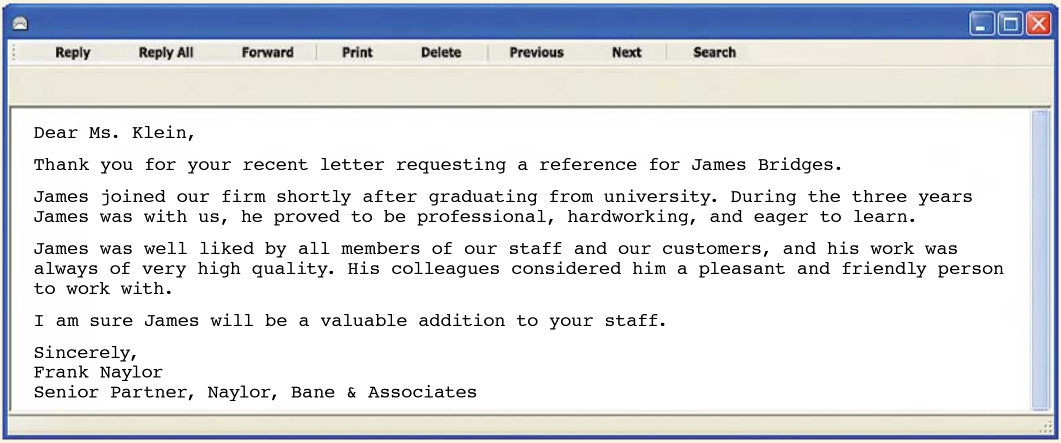
Use Your English!

- Read one or two job ads in English. You can find them in the "Jobs" section of many English-language career websites. Find a job similar to yours. Read the requirements. Look up words you don't know. Do you have the skills and personal qualities listed?
- Write a short paragraph about the personal qualities you admire in a friend or neighbor.
- You would like to hire a nanny to be with your small children while you are at work. What kind of person do you want for the position? What skills should she have? Write your ad.

Chapter Summary

Answer Key

Reading: To Whom It May Concern



Dear Ms. Klein,

Thank you for your recent letter requesting a reference for James Bridges.

James joined our firm shortly after graduating from university. During the three years James was with us, he proved to be professional, hardworking, and eager to learn.

James was well liked by all members of our staff and our customers, and his work was always of very high quality. His colleagues considered him a pleasant and friendly person to work with.

I am sure James will be a valuable addition to your staff.

Sincerely,
Frank Naylor
Senior Partner, Naylor, Bane & Associates

Answer

1. Which statement is true?
   - ○ a. Ms. Klein asked James Bridges for a letter of reference.
   - ○ b. Ms. Klein asked Mr. Naylor to provide a letter of reference for James Bridges.
2. James Bridges ...
   - ○ a. worked at Naylor, Bane & Associates for three years.
   - ○ b. has been working at Naylor, Bane & Associates for three years.
3. Which qualities are not mentioned in the letter?
   - ○ a. decisive and creative
   - ○ b. friendly and eager to learn
4. What is Mr. Naylor's recommendation?
   - ○ a. He thinks James should work at Naylor, Bane & Associates.
   - ○ b. He thinks Ms. Klein should hire James.

Writing: You need a letter of reference. Your boss is very busy, so he has asked you to write the letter yourself. If he agrees with what you write, he will sign your letter.

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Chapter 8

What are you saving for?

Topics	Speaking Goals	Grammar
Savings goals Expenses Banking services	Talk about saving Talk about spending Give and ask for financial advice Conduct bank transactions	Present unreal conditional: *If I had a lot of money, I would retire.* *If I were you, I would start saving for a new car.* *I wish I could save more each month.*

In this chapter, you will ...

- **Talk about saving and spending**

– What are you saving for?
– I want to buy a sailboat.

– What do you spend your money on?
– Food, rent, and utilities mostly.

- **Give and ask for financial advice**

– If I were in your situation, I would make some new investments.
– Should I buy silver and gold?
– Not necessarily. I would consider buying stocks in the energy and financial sectors.

- **Conduct bank transactions**

First Bank of Springfield offers:

- Free online banking
- Competitive loan rates
- No fees for ATM use
- Weekend banking hours
- Free checking and savings accounts
- Bill-payer service for utility payments
- Direct deposit of payroll checks
- Excellent interest rates for savers

Talk about saving

1 Today is payday

Janet's annual salary is $63,500. Years ago, her employer gave her a biweekly paycheck, which she then deposited into her bank account. In recent years, she has been paid by direct deposit. She checks her bank account online every two weeks to make sure the deposit has gone through.

2 What are they saving for? (Tracks 25-28) ▶ ▶ ▶ ▶

$

$

$

$

3 If I had enough money ...

> Amy would like to buy a new car, but she doesn't have enough money.
> → **If** Amy **had** enough money, she **would** buy a new car.
>
> – If Amy had a car, would she take the bus to work?
> – No, she wouldn't.
>
> – Would she drive to work?
> – Yes, she would.

– If you had a lot of money, would you stop working?
– No, I wouldn't. But I wouldn't work as much as I do now.

– What would you do if you won a million dollars?
– I'd go on a trip around the world. What about you?
– I'd put it in the bank and live off the interest.

Talk about spending

4 How do you spend your money?

Housing	Rent / mortgage, insurance, property taxes	1135
	Utilities, public services (electricity, water, etc.)	290
	Furnishing, equipment	150
	Housekeeping supplies	53
Transportation	Transportation-related expenses (tickets, taxis, tolls, repairs, car insurance, etc.)	260
	Gas	199
Food	Groceries	650
	Eating out	222
Well-being	Medical and dental care	238
	Clothing and services (tailor, dry cleaner)	157
	Personal care	50
	Life insurance, health insurance	126
Entertainment	Entertainment	145
	Reading: books, magazines, etc.	10
Education	School fees, books	75
Miscellaneous	Other expenses	65
Total		**3825**

5 I wish I could save more

I'd like to have a car, but I don't have one.		**I wish I had** a car.
I'd like to save more money, but I can't.	→	**I wish I could** save more money.
I'd like to be a millionaire, but I'm not.		**I wish I were** a millionaire.

– I wish I could save more money.
– You could save more if you didn't spend so much on entertainment.
– But I love going out on weekends.
– Maybe you could entertain at home sometimes instead of going out?

– I wish I had more money for trips and vacations.
– You would have more money if you didn't eat out so much.
– But I have to eat lunch when I'm at work.
– Why don't you try making lunch at home and bringing it with you?

– I wish I weren't always broke at the end of the month.
– You wouldn't always be broke if you made a budget and stuck to it.

Give and ask for financial advice

6 Which bank is better?

	CashBank	HCM Bank
Free online banking	Y	Y
Free debit card	Y	Y
Free online bill paying	Y (unlimited)	6 transactions / month free
ATM access	free at 35,000 ATMs nationwide $2.00 transaction fee at non-network ATMs	free at any ATM
Mobile check deposit	Y	N
Savings account interest rate	3%	2.5%

– There's no limit on paying bills online with CashBank.
– Yes, but you have to pay a fee if you don't use their ATMs.

7 If I were you, I'd ...

I'm not you. I'm not going to buy gold. But ...		If I **were** you, I'd buy gold.
Al isn't here. He can't give you advice. But ...	→	If Al **were** here, he could give you advice.
Cathy's busy. She won't help us. But ...		If Cathy **weren't** busy, she would help us.

– I have some extra money. What should I do with it?
– If I were you, I would put it in an investment account.

– I'm having trouble balancing my budget each month. Do you have any suggestions?
– If were you, I'd budget for necessities first. Then I'd see what I could cut from my other spending.

Your turn!

- My bank fees keep going up and up!
- I need money to buy a house.
- We're trying to save for our son's college tuition.
- We need to control our expenses!

8 What should I invest in?

gold

real estate

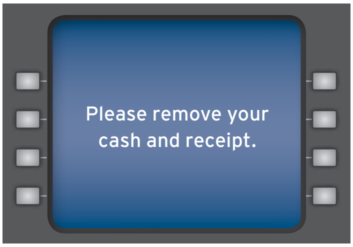
210.0
221.910
081
stocks / stock market

– I have $10,000 in a bank account, and it's earning very little interest. What do you think I should do with it? Should I invest it in gold or in real estate? What about the stock market?

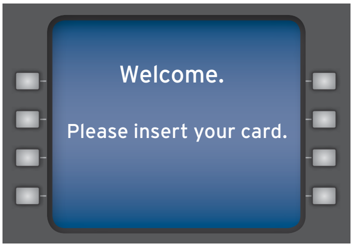
– I recommend ____________. It's one of the best investment options these days.

Conduct bank transactions

9 At the ATM

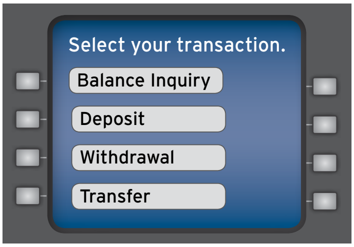

Please remove your cash and receipt.

A. ☐

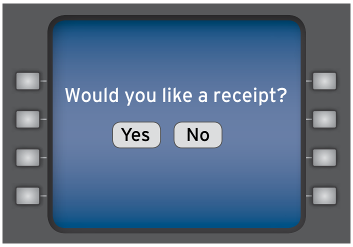

Welcome.

Please insert your card.

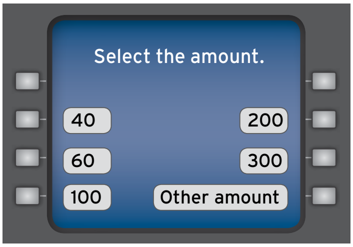
B. ☐


Select your transaction.

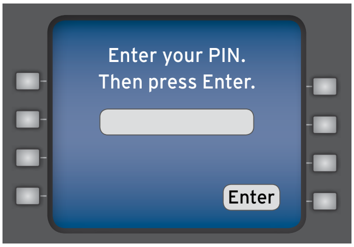
C. ☐


Would you like a receipt?

D. ☐


Select the amount.

E. ☐


Enter your PIN.
Then press Enter.

F. ☐

10 What's my balance?

– Can I help you?
– Yes, I just tried to withdraw some money, but the ATM says I have insufficient funds.
– May I see your card and ID, please? Thank you. Your current balance is $13.25.
– Really? I'm always paid on the 15th of the month. Today is the 15th, isn't it?
– No, sir. It's the 14th. Tomorrow is the 15th.

11 I'd like that in tens and twenties, please (Track 29)

1 . The customer was making a ____.
2. The teller asked the customer to show her some ____.
3. The teller gave the customer ____ tens and ____ twenties.
4. The teller offered to put the money in an ____.

12 What's the exchange rate?

– Hello. May I help you?
– Yes, I'd like to change some euros for dollars.
What is the exchange rate today?
– It's 0.7814 euro to the dollar. How much do
you want to change?
– 5,000 Euros.
– All right. That comes to 6,399 dollars.

Talk about spending

13 I want to go on a safari!

Monica's annual salary is $72,000. Her monthly take-home pay is $4,020. She spends around $3,825 each month and saves at least $150. She has $1,800 in her savings account.

Monica would like to go on an African photo safari in six months. The trip will cost her $3,600. To reach her goal, she has to save at least $300 a month.

Take a look at Monica's expenses on page 56 and suggest ways she could reduce her spending and save more money each month.

14 Typical expenses in my country

A colleague / friend from another country will be coming to live and work in your country for a year. He would like to know how much he will have to spend on housing, transportation, utilities, groceries, and other household expenses. Make a list of items and their cost for the year. Then call or write to your colleague / friend and tell him how much he should expect to spend during the year.

Housing	
Utilities	
Transportation	
Food	
Medical and dental care	
Clothing	
Personal items	
Insurance	
Entertainment	
Other	
Total	

FYI: Expressions with *money*

• to throw good money after bad	*to spend more money on an already bad investment*
• to pour money down the drain	*to waste money, to spend money carelessly*
• to be in the money	*to have a lot of money*
• to come into money	*to inherit money*
• money is no object	*how much something costs is not important*

Chapter Summary

Vocabulary & Expressions

to save, ~ for …
bank account
to deposit, direct deposit
check (cheque *UK*), paycheck
biweekly, ~ salary
to get paid, to earn
to retire, retirement
expense, household ~
mortgage, tuition
interest
rich, millionaire
broke
transaction, ~ fee
ATM, teller, PIN
savings / checking account (current account *UK*)
real estate
stock, stock market
to invest, investment
to insert, to enter, to press
to withdraw
amount, balance
to inquire, (balance) inquiry
to transfer, ~ funds
insufficient funds
currency, to change money
exchange rate

Grammar

- **If Phil got a car, would he drive to work?**
  – No, he wouldn't. / Yes, he would.
- **I wish I had more money in my account.**
  – If you stopped withdrawing so much, you would have a lot more in your account.
- **What would you do if you were me?**
  – I'd spend much less if I were you. / I wouldn't spend anything if I were you.
- **What would you do if you had a lot of money?**
  – If I had a lot of money, I would help people.
- **I wish I could earn more.**
  – If you moved to another city, like Chicago or Boston, you could earn more.
- **What would my dad do if he were here?**
  – He would advise you if he were here. / He wouldn't do anything if he were here.

Use Your English!

- Use the Internet to compare savings account interest rates for a bank in your country and banks in different countries. Are the rates the same or different? Whose rates are the best?
- Make a list of ways you think you could save more money. Share your list at the next class meeting.
- From now until your next lesson, record everything you spend money on. Write down what you spend on each item. Look up any words you don't know in English.

Chapter Summary

Answer Key

Reading: A bank statement

First Bank of Springfield

Ms. Janet Miller
Account No. 21-4386-597

Current Balance: $2,386.98
Interest Paid Year to Date: $13.65

		DEBIT	CREDIT	BALANCE
May 13	Direct debit Springfield Electric	$35.00		$ 995.11
May 13	Debit card purchase: BioLand Foods	47.65		947.46
May 14	Debit card purchase: Steve's Garage	78.59		868.87
May 14	Electronic payment: Prudent Insurance Co.	138.00		730.87
May 16	Direct deposit: Fermont, Inc.		$1,771.11	2,501.98
May 16	ATM cash withdrawal	80.00		2,421.98
May 28	Check #272	35.00		2,386.98

Answer

1. Whose statement is this?
2. Where does she bank?
3. What's her account number?
4. When did she receive her salary?
5. How much money has she withdrawn?
6. What happened on the 13th?

Writing: Are you happy with your bank? Why? / Why not?

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Chapter 9

Think globally, act locally

Topics	Speaking Goals	Grammar
Environment Energy Recycling	Talk about the environment Discuss environmental issues: energy, recycling, and local initiatives	*although, even though* *thanks to (= because of)*

In this chapter, you will ...

- **Talk about the environment**

en•vi•ron•ment *n.*

1 . the surroundings in which a person, animal, or plant lives
2. the setting in which an activity takes place

What is the Earth's environment like?

- **Discuss environmental issues: energy, recycling, and local initiatives**

Which energy sources are the most common in your country?

What do people recycle in your city?

Talk about the environment

1 Which issues are important to you?

pollution

waste

endangered plants and animals

energy

climate change

overpopulation

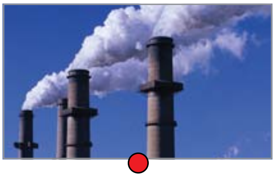
2 Environmental terms

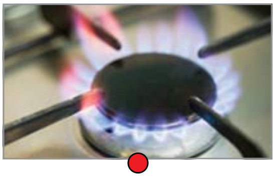
ecology landfill waste
eco-friendly endangered water
overpopulation greenhouse effect
air environment smog carbon footprint global warming
energy CO^2 climate change Earth green
pollution

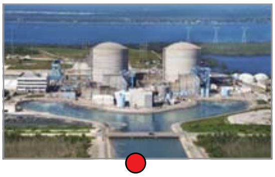
1. the relationship of living things to each other and to their environment
2. a measurement of how our activities affect the environment (in units of CO2)
3. gases like carbon dioxide (CO2), water vapor, and methane in the Earth's atmosphere that allow sunlight to come through but stop heat from leaving
4. a worldwide increase in the average temperature of the atmosphere
5. goods and services that do not hurt or damage the environment

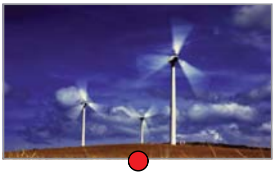
Discuss environmental issues: energy

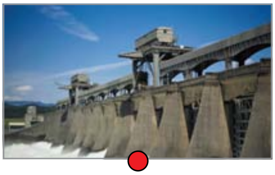
3 Which energy source? (Tracks 30-33)

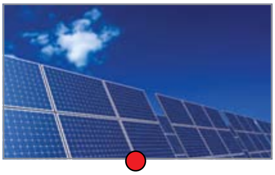












▶ A.

▶ B.

▶ C.

▶ D.

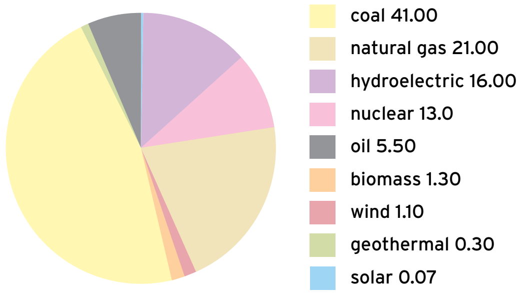
4 *although / even though*

Wind power is considered a green energy source, but it can affect animal life.
→ **Although** wind power can affect animal life, it is considered a green energy source.

It's expensive to install solar panels, but many people are making the investment.
→ **Even though** it's expensive to install solar panels, many people are making the investment.

5 Where does electricity come from?

World-wide electricity generation by source (%)



Although many countries are investing in more eco-friendly forms of electricity, over 65% of the world's electricity is still generated by burning fossil fuels.

Even though many scientists say solar power is the energy of tomorrow, less than one-tenth of 1% of the world's electricity currently comes from the sun.

Discuss environmental issues: recycling

6 Benefits of recycling

Recycling turns materials that would become waste into valuable resources. Collecting used bottles, cans, and newspapers and taking them to be recycled offers many benefits.

Source: *epa.gov*

Recycling —

- decreases the need for landfills and incineration of trash
- prevents pollution caused by manufacturing products from new materials
- saves energy
- decreases the amount of greenhouse gases that are released into the atmosphere
- preserves natural resources

7 Thanks to recycling ...

Recycling is good practice. We produce less waste.
→ **Thanks to** recycling, we produce less waste.

Because of our ad campaign, more people are recycling.
→ **Thanks to** our ad campaign, more people are recycling.

Thanks to the media and education programs in schools, more people recycle than ever before.

Thanks to our recycling program, we have greatly reduced our trash collection expenses.

8 I didn't know that!

1. About 65% of household trash
2. One quart (≈ one liter) of motor oil that is not disposed of correctly
3. Out of every $10 we spend buying things,
4. Plastic bags and other plastic garbage thrown into the ocean
5. Recycling one aluminum can
6. The amount of wood and paper we throw away each year

☐ a. saves enough energy to run a TV for three hours.
☐ b. $1 (10%) goes for packaging that we then throw away.
☐ c. is enough to heat 50,000,000 homes for 20 years.
☐ d. can pollute up to 2,000,000 gallons (7.6 million liters) of fresh water.
☐ e. is made up of packaging.
☐ f. kill as many as 1,000,000 sea creatures every year!

Source: *recycling-revolution.com*

Discuss environmental issues: local initiatives

9 What do you do for the environment? (Tracks 34-36)

	Philip	Caroline	Jeremy
Composts organic waste	☐	☐	☐
Recycles	☐	☐	☐
Saves electricity	☐	☐	☐
Saves water	☐	☐	☐
Uses public transportation	☐	☐	☐

10 How green are you?

1. We recycle ____ of our household waste.	○ a. none / little	○ b. some	○ c. all
2. ____ of our light bulbs are low-energy bulbs.	○ a. 25% or less	○ b. 25-50%	○ c. 50% or more
3. I usually ____ to work / school.	○ a. drive	○ b. take the bus	○ c. walk
4. I ____ use my own bags for shopping.	○ a. never	○ b. sometimes	○ c. always
5. It's ____ important to me to buy local goods.	○ a. not	○ b. somewhat	○ c. very
6. We ____ buy fruit and vegetables in season.	○ a. sometimes	○ b. usually	○ c. only

Most of your answers are **a** = You're not very green.

Most of your answers are **b** = You're light green.

Most of your answers are **c** = You're bright green.

FYI: Sustainable development

Most scientists think that traditional sources of energy, such as oil, coal, and gas are eventually going to run out. For this reason, many companies and industries are increasingly interested in the idea of sustainable development, which is developing their businesses, while protecting the environment and natural resources at the same time.

The aim is to meet the needs of society by using natural and renewable energies — clean energies, such as solar, wind, and hydroelectric power — that are not harmful to the environment. Today the R&D departments of many companies are actively investigating these alternative energy sources.

Think globally, act locally

11 The three Rs

Reduce	Find ways to decrease the amount of trash we discard.
Reuse	Find ways to use things again and again instead of discarding them.
Recycle	Taking something old and turning it into something new.

Do you recycle?

Write down three ways to reduce the amount of trash that is discarded.

Write down three ways to reuse ________.

Write down three things you use that are made from recycled materials.

How will doing these things help the environment and/or save energy?

Chapter Summary

Vocabulary & Expressions

environment, environmental
Earth
issues
polluted, pollution, smog
waste, landfill
dying out, endangered
population, populated
climate
increase / decrease
electricity, energy
CO_2 / carbon dioxide
O_2 / oxygen
gas, (water) vapor

to affect
ecology, carbon footprint
greenhouse effect
global warming
eco-friendly
batteries
conservation, conserving
source
solar
natural resource
renewable, non-renewable
fuel, fossil ~
geothermal

to generate
biomass
recycled, recycling
to turn … into …, to become
valuable, benefit
to prevent
to preserve, to maintain
initiative(s)
to consume, to reduce
organic
to compost, compost bin
habit
think globally, act locally

Grammar

- **Although gas prices are increasing, sales of SUVs are also going up.**

- Sales of SUVs are increasing even though gas prices are also increasing.

- **Thanks to your efforts, we're saving 30% on electricity.**

– How did the meeting go?
– Thanks to Bob's presentation on energy saving, we were invited to come back.

- **41% of the world's electricity is generated from coal even though it's a dirty fossil fuel.**

- Although coal is a dirty fossil fuel, 41% of the world's electricity is generated from it.

- **Thanks to conservation, we can prevent a lot of pollution, waste, and climate change.**

– Did you drop off the boxes at the recycling center?
– Yes, we did, thanks to Lucy's reminder. We received it just in time.

Use Your English!

- Look for more interesting facts about the environment, energy, and recycling on the Internet.
- Make a list of five things you could do to make your home or office more eco-friendly.
- Write a short essay about an environmental problem in your country or city and what you think should be done to address it.

Answer Key

Reading: Earth Day

It's difficult to imagine now, but until the 1970s, there were very few laws protecting the environment. Factories polluted the air, waste was dumped into rivers, and there was nothing anyone could do about it.

The idea for Earth Day came from U.S. Senator Gaylord Nelson, who wanted to make people aware of the problems of pollution and environmental contamination in the United States. His plan was for a nationwide "environmental teach-in" to be held on April 22, 1970. That first Earth Day was a complete success with students at thousands of high schools and universities participating in Earth Day activities and 20 million people across the country involved in Earth Day demonstrations. Earth Day has remained popular in the U.S. ever since.

Earth Day has been celebrated internationally since 1990, which marked the 20th anniversary of Earth Day. In 2009, the United Nations General Assembly named April 22nd "International Mother Earth Day." Now it is celebrated in over 180 countries by half a billion people. It has become the biggest, most widely-celebrated, non-religious holiday in the world.

Answer: Marking the Milestones

1970	On (1) ______, the first Earth Day is celebrated. Over (2) ______ people participate in activities and demonstrations across the United States.
1990	Marking its (3) ______ anniversary, Earth Day becomes an (4) ______ celebration.
2009	The (5) ______ declares April 22 to be "International Mother Earth Day"
Today	Earth Day is celebrated in over (6) ______ countries by over half a billion people.

Writing: Write a short paragraph about how Earth Day is celebrated in your country

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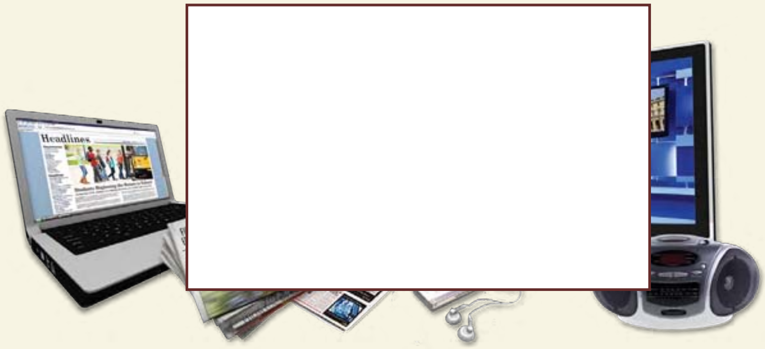
Chapter 10

Have you seen the headlines?

Topics	Speaking Goals	Grammar
News	Describe how you stay informed	Past perfect: *By halftime, Brazil had already scored three goals.*
Current events	Discuss news and current events	Reported speech past, present perfect: *The victims said they had called the police.*
Natural disasters	Report news to others	Verbs used in reporting: *report, state*
	Share news with others	*According to ...*

In this chapter, you will ...

- **Describe how you stay informed**



- **Discuss news and current events, report news to and share news with others**

flood

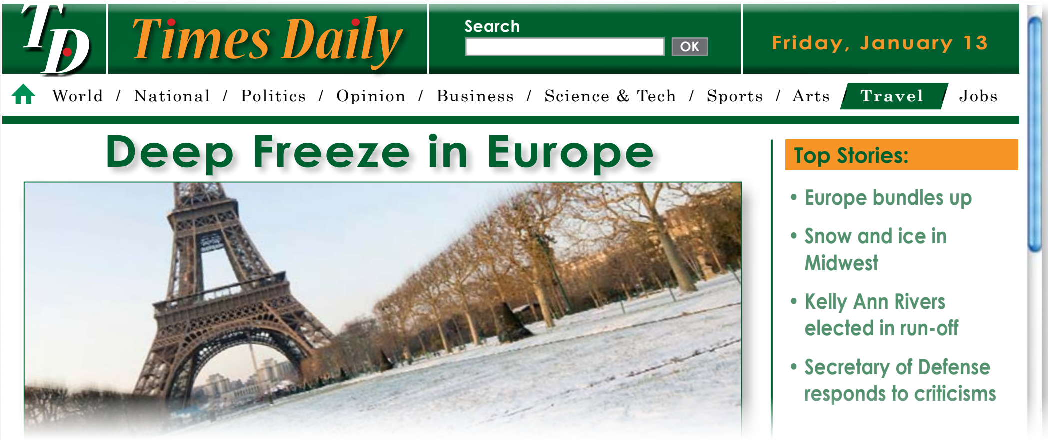
earthquake

hurricane

wildfire

Describe how you stay informed

1 What do you like to read about?


TD
Times Daily
Search
OK
Friday, January 13
World / National / Politics / Opinion / Business / Science & Tech / Sports / Arts / Travel / Jobs

Deep Freeze in Europe

Top Stories:

- Europe bundles up
- Snow and ice in Midwest
- Kelly Ann Rivers elected in run-off
- Secretary of Defense responds to criticisms

– Can I have the Business section, please?
– Sure. Have you finished with the Lifestyle section?
– Yes, here it is.

– There aren't many job ads in today's paper.
– Yeah, you mostly find them in the Sunday edition. Take a look at their website. There are a lot of listings there.

2 How do you stay informed?

To stay informed, Jason reads the newspaper every day. He has a subscription, so the paper is delivered to his home every morning. He usually reads the front page while having breakfast. He also skims the headlines for other interesting articles.

Jason also buys weekly and monthly news magazines and checks the top stories on his favorite news websites. He also subscribes to two trade journals, *Advertising Age* and *Adweek*, to keep up with the advertising business. In the evening, he watches the news on TV.

3 Where do you get your news?

News & Politics	Business & Finance	Science & Technology	Arts & Entertainment	Travel & Lifestyle

Discuss news and current events

4 Have you heard the news?

– Have you heard about the fires in California?
– Yes, hundreds of homes have been destroyed.
– I hope they get it under control soon.
– So do I.

– Did you see the news about the flood?
– Yes, I did. Those poor people.
– From what I heard there are still hundreds of people who are missing.

5 Breaking news (Tracks 37-39)

Huge Earthquake Hits India

Tornadoes Touch Down in NYC

Floods Continue in North of England

A. ☐

1. Many houses, streets, and bridges were ____. ○ a. damaged ○ b. destroyed
2. No one knows how many ____ there are. ○ a. casualties ○ b. people
3. Thousands of people are ____. ○ a. injured ○ b. missing

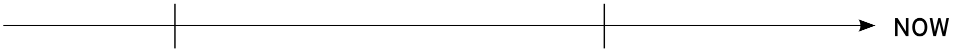
B. ☐

1. This event took place between 1 and 2 o'clock ____. ○ a. in the morning ○ b. in the afternoon
2. There have been power outages and ____ damage. ○ a. major ○ b. minor
3. ____ injuries have been reported. ○ a. Several ○ b. No

C. ☐

1. Residents have been ____ their homes. ○ a. taken back to ○ b. evacuated from
2. Railway services have been ____. ○ a. canceled ○ b. restored
3. There have been ____ serious injuries. ○ a. no ○ b. many

6 They had already left



The residents evacuated their homes.	The hurricane hit.
Brazil scored three goals.	It was halftime.
The activists left.	The police arrived.

The residents evacuated their homes before the hurricane hit.
→ The residents **had** already **evacuated** their homes *when* the hurricane hit.

Brazil scored three goals before halftime.
→ *By* halftime, Brazil **had** already **scored** three goals.

The demonstrators left the building before the police arrived.
→ *By the time* the police arrived, the demonstrators **had left** the building.

Report news to others

7 What did the reporter say?

"Ann Nelson arrived a short time ago."
→ The reporter said that Ann Nelson **had arrived** a short time ago.

"Ann Nelson has won the election."
→ The reporter said that Ann Nelson **had won** the election.

8 Verbs used in reporting

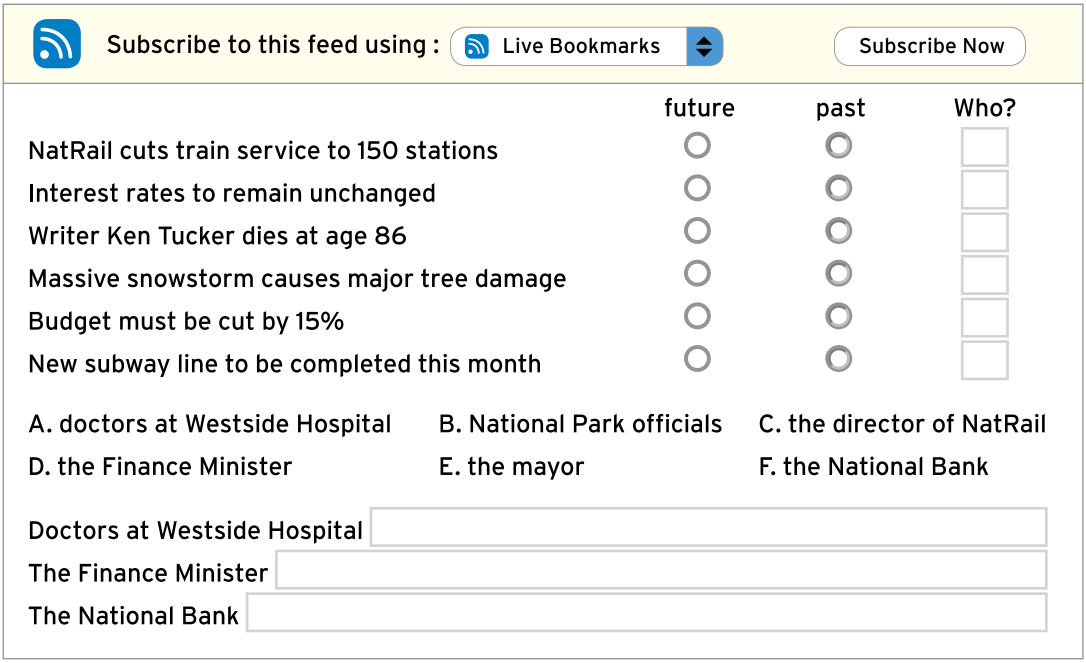
"Unemployment is at a record high." → The Labor Department **stated** that unemployment was at a record high.

"The movie has earned 100 million dollars." → The studio **reported** that the movie had earned 100 million dollars.

"We have discovered an Earth-like planet." → The space agency **announced** that they had discovered an Earth-like planet.

"The union will go on strike on Monday." → The union leader **declared** that the union would go on strike on Monday.

9 Headlines



	future	past	Who?
NatRail cuts train service to 150 stations	○	○	☐
Interest rates to remain unchanged	○	○	☐
Writer Ken Tucker dies at age 86	○	○	☐
Massive snowstorm causes major tree damage	○	○	☐
Budget must be cut by 15%	○	○	☐
New subway line to be completed this month	○	○	☐

A. doctors at Westside Hospital
B. National Park officials
C. the director of NatRail
D. the Finance Minister
E. the mayor
F. the National Bank

Doctors at Westside Hospital ______
The Finance Minister ______
The National Bank ______

Share news with others

10 Which sources do you trust?

Most trusted news sources	US	UK
Local newspaper	81%	75%
Friends / family	76	78
National TV	75	86
National / regional papers	74	75
Public broadcast radio	73	67

Least trusted news sources	US	UK
News websites	55%	44%
International newspapers	52	55
Blogs	25	24

Source: globescan.com

> "The media doesn't report all sides of a story; they report the facts that support their opinions. Because of this, the media isn't objective … but it should be."

> "The media doesn't report news accurately. And now that anyone can send stories to news channels and websites, it's hard to know what's serious news and what's just something someone heard on the street."

11 According to the newspaper …

The CEO of TechTime: "We are the best company in the industry."
→ **According to** the CEO of TechTime, they are the best company in the industry.

The weather report: "Temperatures will fall to near zero tonight."
→ **According to** the weather report, temperatures will fall to near zero tonight.

– Do you watch CCN?
– No, my husband doesn't like it. According to him, they just get their news from the Internet.

– I'm behind in all my work. What should I do?
– According to an article I read, one thing you should do is turn off the Internet. It's easy to be distracted by other things when you're online.

Don't let stress make you sick! – *Better Health*

TAF this year's top stock pick!
– *Cashing In*

Trench coats back in style – *Fashion News*

12 Welcome to the News at Noon

Item 1: ☐ **Headline:** ☐

One hundred and twenty-three children were taken to General Hospital yesterday. They appear to be victims of food poisoning. All of the young patients had eaten meals provided by a kitchen that prepares lunches for schools in the area. The food services manager said he was shocked to hear the news. According to him, the kitchen had received all the ingredients earlier in the day. They had not noticed any problems with any of the food. Public Health authorities are looking into the matter.

Item 2: ☐ **Headline:** ☐

Two passenger trains collided Friday afternoon near the Capital City railway station. The collision occurred on the Capital City – New Town line. According to eyewitnesses, one train crashed into the rear of the other. The engine of one of the trains was derailed, and a train driver who was trapped inside the cab had to be released by fire fighters. At least 19 people were injured, one seriously. Several hundred passengers waiting to board in Capital City were left stranded at the station. The cause of the accident is not yet known.

Item 3: ☐ **Headline:** ☐

A live shark fell from the sky onto a US golf course 8 km from the ocean. The shark was very young, and measured only 60 cm. According to the golf club's grounds manager, the injuries on the baby shark's body suggest a hawk or other large bird had picked the animal out of the water and then dropped it. Although the shark was alive when it landed on the golf course, it died shortly afterwards. No one on the golf course was injured in the incident.

Item 4: ☐ **Headline:** ☐

Tektron reported record profits for the third quarter of this year on Friday. The company's after-tax profit rose by 91% to 6 billion USD thanks to increasing smart phone sales. The company currently controls 30% of the smart phone market. Based on income, Tektron is the world's leading technology firm.

Item 5: ☐ **Headline:** ☐

Organizers of Sunday's Formula 1 race in Mundania have promised that the event will be 100% dog-free this year. During last year's event, dogs ran onto the racetrack during pre-race practices, creating a situation that was not only confusing, but also dangerous. Organizers explained that last year's problem was caused by nearby construction workers cooking outside. The smell of food attracted stray dogs to the area around the track. The organizers have reported that they have found and repaired all the holes in the fences surrounding the racecourse.

Chapter Summary

Vocabulary & Expressions

media
informed, to stay ~
section, politics, opinions
subscription
front page, top stories
headline
to keep up with
trade journal
earthquake
flood, wildfire

hurricane / typhoon, tornado
natural disaster
casualty, missing
to destroy
residents
power outage, to restore
major / minor incident
to evacuate
breaking news

by the time ...
record (high / low)
employed, unemployment
(trade) union, to go on strike
to report, to state
to declare, to announce
accurate(ly), fact
to trust
sides (of a story), objective

Grammar

- **Who had evacuated when the storm hit?**

– The residents along the coast had evacuated.

– Had you already seen Jim when I called?
– Yes, I had. / No, I hadn't.

- **The report said that Mary had won $8,000.**

– Did it say how she won?
– Yes, it said that she had made the best pie.

- **The CEO reported that the company had earned 13% over the prior year's profit.**
- **The company declared that they would pay dividends of $0.24 per share.**
- **How many goals had the Stars scored by halftime?**

– They hadn't scored any goals by halftime.

– Had Mark left work by the time the police arrived?
– Yes, he had. / No, he hadn't.

- **The mayor said that city offices had closed early.**

– Did she say why?
– Yes, she said that they had been flooded.

- **The HR manager announced that the company would hire 500 people in the new year.**
- **The receipt stated that all sales were final and non-refundable.**
- **According to the latest survey, almost 70% of Americans don't think that the media is objective.**

Use Your English!

- Watch the news on an English-language news channel on TV. Make a list of the top stories they talk about. Practice reading the breaking news information at the bottom of the screen.
- Look at a local newspaper. What are the main stories about your country/city? Give your teacher a summary of the local news and / or current events.
- Visit an English-language news site. What are the headlines? What do you think the stories are about? Pick out three or four key points and share one of the stories in your next class.

Chapter Summary

Answer Key

Reading: Too much news?

Sick of the news?

The media bombards us with negative news: natural and environmental disasters, financial and economic crises, and so on. There are no jobs, unemployment is up, the stock markets and the banks are reporting record losses.

Research has shown that too much bad news is bad for our health. But how can we protect ourselves from so much negativity? According to Dr. Edward Kent, head of psychiatry at University Hospital, the answer is simple. "For two or three days each month, just turn off your radio, TV, computer, and cell phone. Don't listen to or read any news." In his book, *When News Makes Us Ill*, the doctor describes the damaging effects of reading and hearing too much bad news. He also explains why it is so difficult for patients, at the beginning of their treatment, to go an entire day without any form of media or news. But according to Dr. Kent, after a short time they feel better ——much better. They then schedule regular "breaks from the news" into their monthly routines. *Read more…*

Answer

1 . This article is about ____.

- ○ a. different kinds of news media
- ○ b. Dr. Edward Kent
- ○ c. the negative effects of bad news

2. Dr. Edward Kent is ____.

- ○ a. a psychiatrist
- ○ b. a journalist
- ○ c. the writer of the *Living Better* newsletter

3. According to Dr. Kent, people should ____.

- ○ a. cancel their newspaper subscriptions
- ○ b. stop following the news for a few days each month
- ○ c. take a vacation every month

Writing: What do you think about the idea of taking a "break from the news" each month? Write your opinions in a short paragraph.

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Chapter 11

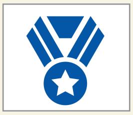
To the future!

Topics	Speaking Goals	Grammar
Major events in life	Describe major life events and turning points	*wish* + past perfect: *I wish I had majored in computer science.*
Achievements	Describe past achievements	Past conditional: *If I hadn't been late, I would never have met you.*
Hopes and dreams	Talk about hopes and dreams	
The future	Make predictions	

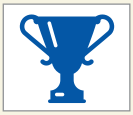
In this chapter, you will ...

- **Describe major life events and turning points**

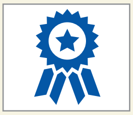
- **Describe past achievements**



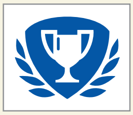
medal



trophy



ribbon



plaque

– What did you win the trophy for?
– My husband and I won first prize in a dance competition.

- **Talk about hopes and dreams**

– Someday I'd like to ride the Orient Express.
– Me, too. And I'd like to visit all the major capitals of the world.
– Do you think you'll ever do it?
– Maybe when my children are grown. We'll see.

- **Make predictions**

What do you think the future will bring?

What changes will there be in the world?

Describe major life events and turning points

1 Turning points

Alan – The biggest turning point in my life was when our son was born. I realized I was responsible for his happiness, his safety, and his future. That's when I got serious about saving money and making long-term plans.

Barbara – An important turning point for me was when I turned 40. I suddenly realized my life was almost half over. I began to look at my life, and what I had accomplished. I made a list of things I wanted to achieve and started to work on them.

Eric – A major turning point for me was when I was in a serious car accident. I realized then how quickly life can change and how suddenly it could end. Before the accident, I spent most of my time at the office. Now I try to spend more time with my family doing things we enjoy. Since the accident, our family has become a lot closer.

2 I wish I had done that

Sam didn't travel when he was younger. → He **wishes he had traveled** when he was younger.
I left university after the first year. → I **wish I hadn't left** university after the first year.

– You've done so much in your life. I wish I had done something important like you.
– But you have! The children in your class love you. And thanks to you, they enjoy learning.

– I wish I had visited as many countries as you.
– You still can, you know. You're only 30. You've got a lot of time ahead of you.

3 Changing direction (Track 40)

The big turning point in Joyce's life came when her company (1) ____________________. She had to decide whether to look for a job in her field or do something (2) ____________. Joyce decided to go back to (3) ____________ and get a degree in environmental (4) ____________. Now she's very happy in her work.

What has been the biggest turning point in your life so far? What happened to bring you to that point?

Did you have to make any life-changing decisions? If so, how do you feel about those decisions now?

Describe past achievements

4 What's your greatest achievement?

Jeff's biggest achievement so far is completing his Ph.D. while working full-time.
Susan's greatest success so far is winning an award for a book she wrote.
One of the things Tim is proudest of is finishing the New York Marathon in under four hours.

My biggest achievement is ______________________.
My greatest success is ______________________.
One of the things I'm proudest of is ______________________.

5 If I hadn't worked so hard ...

We practiced every day. That's why we won the competition.
→ If we **hadn't practiced** every day, we **wouldn't have won** the competition.

The consultants didn't miss the deadline, and they didn't lose the client.
→ If they **had missed** the deadline, they **would have lost** the client.

– Congratulations on your book! How did you do it? It must have been a lot of work!
– My editor was great. If she hadn't helped me, I never would have completed it.

6 A chain of events

If I had had a job after graduation, I wouldn't have done a work abroad program in London.

If I hadn't done the work abroad program in London, I wouldn't have worked as a temp.

If I hadn't worked as a temp, I wouldn't have had an assignment at Sloan & Dixon.

If I hadn't had the assignment at Sloan & Dixon, they wouldn't have offered me a full-time position.

Talk about hopes and dreams

7 Hopes and dreams

I hope to …	**I hope I won't …**	**My dream is to …**
live to be 100 years old	ever get seriously ill	win the lottery
earn a lot of money	lose my job	have a house near the ocean
visit Madagascar	have to work past 60	travel the world

8 What's your biggest dream? (Tracks 41-42)

A. ▶

1. What does Kate hope to do in the near future?

2. What does she hope to do someday?

3. What is Doug's big dream?

B. ▶

1. What was Antonio's dream when he was younger?

2. What changed his dream?

3. What does he hope to do in the future?

Culture Corner: Make a wish!

Someone might tell you to make a wish when you …

- see a falling star
- throw a coin into a fountain
- blow out the candles on your birthday cake

But don't tell anyone what you've wished for, or your wish won't come true!

Make predictions

9 What do you predict?

Education experts **forecast** that the demand for free online education will soar in this decade.
The weather service **predicts** that this winter will be colder than last winter.
The city **anticipates** that over 250,000 visitors will come to town for the music festival.

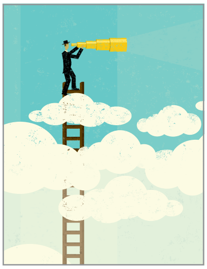
I forecast ____________________.

I predict ____________________.

I anticipate ____________________.

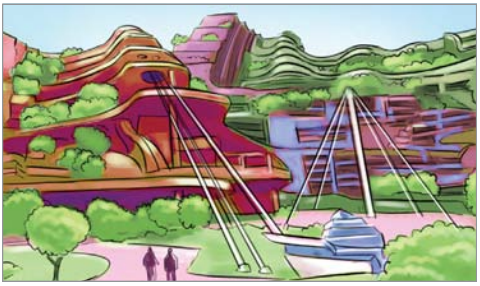
10 Within the next 50 years?

Which of the predictions below do you agree with? Which of them do you disagree with?
If the predictions come true, how will they affect everyday life?

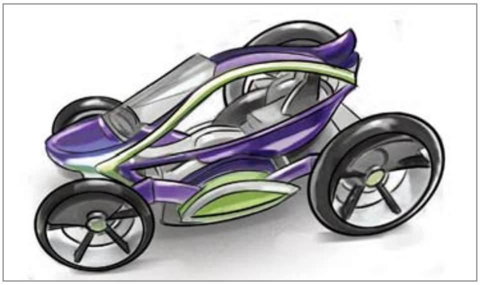


- Within the next few years, e-books will completely replace paper books.
- By 2030, you will be able to buy a car that can drive itself.
- Within the next fifteen years, solar energy will be cheaper than energy produced from fossil fuels.
- By 2050, the population of Earth will be smaller than it is today.
- Within the next fifty years, there will be one global currency managed by one global bank.

11 Welcome to the future



Do you think human beings will live in environments such as this one day? What would it be like to live in such a place?



Does a car like this seem realistic and possible to you? Would you like to drive such a car? Why? / Why not?

To the future!

12 What's on your bucket list?

A "bucket list" is a list of things you want to achieve and experiences you hope to have before you die. But people also make bucket lists of things they want to do before they turn 50, after they retire, and so on. The term comes from the phrase *to kick the bucket*, which is a slang expression meaning to die.

Jill's Bucket List

1. Go rafting in the Grand Canyon
2. See the pyramids in Egypt
3. Climb Mt. Kilamanjaro
4. Swim with dolphins
5. See the Northern Lights
6. Learn to tango
7. Learn to play the guitar
8. Read the complete works of Shakespeare

Jack's Bucket List

1. Go scuba diving in Australia
2. See the Great Wall of China
3. Ride in a hot air balloon
4. Hike the entire Appalachian Trail
5. Go on a trip around the world
6. Learn to hang glide
7. Learn to play cricket
8. Write and publish a book

1. What do you wish to do before you turn 40 / 50 / 60?
2. What would you do if you had unlimited time, money, and resources?
3. What have you always wanted to do, but have not yet done?
4. What countries, places, or locations do you want to visit?
5. What experiences do you want to have?
6. What special moments or events do you want to see?
7. What skills do you want to learn?
8. What activities or sports do you want to try?

1.

2.

3.

4.

5.

6.

7.

8.

Chapter Summary

Vocabulary & Expressions

turning point
to realize
over (=*finished*)
safety
suddenly
closer
whether
regret
award, prize
to win
to achieve, achievement
to succeed, success, successful
proud (of)
competition
assignment
abroad
temp
chain, ~ of events
hope (*n., v.*)
dream (*n., v.*)
lottery, luck
to come true
to predict, prediction
demand, ~ is up / down
anticipate
to die
bucket list
I hope to ...
I hope I won't ...
My dream is to ...

Grammar

- **I wish I had seen you before you left.**

–Do you have any regrets?
–I wish I had started a family much earlier.

- **If I had known you weren't coming, I wouldn't have waited at the office.**

  If Jenny had found a babysitter, she would have come to the party.

- **I wish I hadn't spent all my money on clothes.**

–Does Andy have any regrets?
–He wishes he hadn't borrowed so much money.

- **If I hadn't been texting, I would have heard what you were saying.**

  If the Parkers hadn't moved to the suburbs, they wouldn't have needed a new car.

Use Your English!

- Make a list of all the achievements you are proud of. Write a story about one or two of them.
- The next time you read or listen to the news, note any predictions that are made. Share your list with your classmates and ask them for their opinions about the predictions.
- Add at least five more items to your bucket list. Look online for what other people have put on their lists.

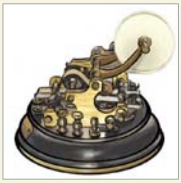
Chapter Summary

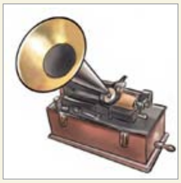
Answer Key

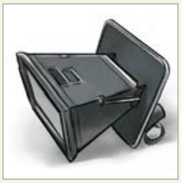
Reading: Thomas Edison: A Man Ahead of His Time

Thomas Edison (1847-1931) was certainly one of the greatest achievers of all time. Starting out in a telegraph office, he went on to patent 1,093 different devices and processes during his lifetime. His inventions would lead to the development and advancement of many industries, including the music industry, the motion picture industry, and the electric industry. He was truly a man "ahead of his time."

Below are descriptions of a few of Edison's inventions. Match the descriptions with the pictures.







Invention:

When X-rays were discovered in 1895 by the German scientist WC Roentgen, Edison was immediately interested. He was soon producing X-rays in his own laboratory, and by 1896 he had perfected the fluoroscope. The fluoroscope was a hand-held device that allowed doctors to make and view X-ray images.

Early in his career, Edison developed a device he called the Edison Telegraph Printer, which would print out telegraphs as readable text. This technology would later be used to create the first stock tickers. Stock tickers recorded the current stock exchange prices and printed them out on long thin pieces of paper. Edison himself developed an improved version with his Edison Stock Printer in 1871.

Edison invented the phonograph in 1877. The phonograph played cylinders, not discs. It had two needles, one for recording and the other for playback. When speaking into the mouthpiece, the sound vibrations were "scratched" onto the tinfoil cylinder by the recording needle. The second needle then played back the sound. Edison's first recording was "Mary Had a Little Lamb."

Writing: Who do you think was a great achiever? Write a short paragraph about that person and his or her achievements.

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Chapter 12

Review

Now you can ...!

- Make predictions
- Talk about hopes and dreams
- Describe past achievements
- Describe major life events and turning points
- Share news with others
- Report news to others
- Discuss news and current events
- Describe how you stay informed
- Discuss environmental issues
- Talk about the environment
- Conduct bank transactions
- Give and ask for financial advice
- Talk about spending
- Talk about saving
- Describe job skills
- Say how well you can do something
- Describe skills and personal qualities

Action Module 1 Role Card A

You are single and own a townhouse in the city. Until recently, you shared the house with a friend, but that friend accepted a job in another city and moved out at the end of last month. You would like to find a new housemate. You are thinking about placing an ad in the local newspaper. You're also thinking about the personal qualities you'd like your new housemate to have.

Your phone is ringing. Answer it.

Action Module 2 Role Card A

It is Friday evening and you are at an ATM, because you need to get some money. But there's a problem. Your bankcard and your ID are not in your wallet. You have probably left them somewhere. Maybe they're at home. You know that you should block your card, but you need money today.

Call your bank and explain the situation.

Action Module 3 Role Card A

You are a department manager at a small company. Last week, you and your staff sent a message to your CEO asking him to approve the following expenses:

1. Change cleaning companies

Reason:	the cleaning company you are currently using does not recycle; also, the chemicals in the cleaning products they use are not only bad for the environment, but also for your employees, who often complain of headaches
Cost:	an additional $250 per month to hire a "green" cleaning company
Benefits:	improved productivity, employee satisfaction, and respect for the environment

2. Buy new bins for all offices and the two kitchen areas

Reason:	in the offices, bins are needed to encourage staff to recycle and/or reuse paper; in the kitchens, waste bins are needed to separate recyclables from non-recyclables
Cost:	$700
Benefits:	less waste and therefore less spending in the long term

Your phone is ringing. Answer it.

Action Module 1 Role Card B

You have just received an e-mail from a friend who will be coming to your city to do an MBA at the university. Classes start in six weeks, and he / she needs a place to live, downtown, near the university. You wrote and told him / her you would try to help.

You have another friend who lives downtown. He / She knows more about apartments in that area than you do. Call your friend and ask him / her for some suggestions.

Action Module 2 Role Card B

You work in customer service at a bank. You help customers who have either lost their bankcards or forgotten their PINs or whose cards have been stuck in an ATM.

Customers normally have to wait 8-10 days for replacement cards and new PINs. Customers who need money from their accounts sooner have to go to a local branch of the bank. They will need to have identification (driver's license, passport, or other photo ID) to make a withdrawal. The bank is open Monday-Thursday from 8 to 5, Friday from 8 to 4, and Saturday from 9 to 12.

Your phone is ringing. Answer it.

Action Module 3 Role Card B

You are the CEO of a small business. Last week, one of your department managers sent a message asking you to approve the following expenses:

1. Change cleaning companies

Reason:	the cleaning company you are currently using does not recycle; also, the chemicals in the cleaning products they use are not only bad for the environment, but also for your employees, who often complain of headaches
Cost:	an additional $250 per month to hire a "green" cleaning company
Benefits:	improved productivity, employee satisfaction, and respect for the environment

2. Buy new bins for all offices and the two kitchen areas

Reason:	in the offices, bins are needed to encourage staff to recycle and/or reuse paper; in the kitchens, waste bins are needed to separate recyclables from non-recyclables
Cost:	$700
Benefits:	less waste and therefore less spending in the long term

You are in favor of recycling, but because of the current economic situation, you think these expenses are too high. Call your department manager to discuss the expenses with him / her.

Action Module 4 Role Card A

It's 7 a.m. and you have just heard on the radio that a huge fire has broken out near your office. The police and firefighters are on the scene, but the fire is burning out of control. The residents in the vicinity have been evacuated. All streets in the area have been closed. The police have asked people who work in nearby office buildings to stay home.

You have an important meeting with a colleague in your office at 10 o'clock. You will have to postpone the meeting until tomorrow morning. Call your colleague.

Action Module 5 Role Card A

You manage a small department at a large company. Yesterday, one of the vice presidents of the company called to congratulate you and your staff for the excellent work you have done over the past three years.

The vice president offered you responsibility for an important new project at the company. It would be your job to put together a team to make the project a success. You discussed possible team members for the project, and you agreed that your assistant should be a key member of the team.

Your assistant manager has been asking for more responsibility for quite a while, and you are delighted that you can finally offer this important assignment to him / her.

Visit your assistant and share the news.

Action Module 4 Role Card B

It's 7 a.m. and you are having breakfast. You have an important meeting with one of your colleagues at 10 o'clock this morning.

You are in a very good mood, because today is your last day of work before your vacation. You will be leaving tomorrow morning and will be gone for two weeks.

Your phone is ringing. Answer it.

Action Module 5 Role Card B

You are the assistant manager of a small department at a large company. You have worked in your current position for two and a half years. By the end of your first year, you had already become an expert at your job.

You like your job and your company, but you are ready for new challenges. For the past nine months, you have been asking your manager to give you more responsibility and to involve you in special projects.

Your manager has told you that, although he / she appreciates your hard work, he / she does not have any extra responsibilities to offer you at this time. You feel like your job is taking you nowhere.

A month ago, you interviewed at another company for a job that would offer you many of the professional challenges you are looking for. Last week, the company offered you the job.

You have decided to accept the position. With some regret, you have just printed out your letter of resignation. You are trying to decide how to share the news with your manager.

Your Turn

1 **A:** Tell the class about your first job interview. What job were you applying for? Did you consider yourself a good candidate for the position? Why? Did you get the job?

B: Ask a classmate or your teacher about his / her personal qualities. What are his / her strengths and weaknesses? What is he / she good at? What would he / she like to do better? Which qualities are especially useful in his / her work? In what areas is he / she an expert / professional?

2 **A:** Tell the class about something you saved money for. What was it? What did you do to save the money? Were you able to save enough to get what you wanted? How long did it take?

B: Ask a classmate or your teacher about his / her bank. What does he / she like about it? Report the information you learn to the class, and then compare it with other classmates' banks or other banks you are familiar with.

3 **A:** Tell the class about a green initiative in your neighborhood, city, or country. What is it? What is its purpose? Do many people know about it? How successful is it? What do you think of it?

B: Ask a classmate or your teacher what she or he thinks the worst environmental problem is. Why? Does she / he think the problem can be solved? How?

4 **A:** Tell the class about the last natural or environmental disaster you heard about. Describe what happened, when and where it was, what kind of damage occurred, and whether anyone was injured.

B: Ask a classmate or your teacher about a recent local news event. Had he / she heard about it? What is his / her opinion about it? Do you agree or disagree with him or her?

5 **A:** Tell the class about an interesting prediction for the future that you've heard about. What was the prediction? How many years in the future will it happen? Do you believe the prediction? Why / Why not?

B: Ask a classmate or your teacher about his / her past. What are the most important achievements and turning points in his / her past? What would he / she change if it were possible? What would he / she have done differently? Does he / she have any regrets?

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CHAPTER 1

TRACK 1 | ACTIVITY 7 | One
Hi, you've reached the Abernathy residence. We're unable to answer your call right now, so please leave a message after the beep.

Hello, Julie. This is Stephen Carter. I'm calling to thank you for inviting me to dinner next Friday. Unfortunately, I won't be able to attend, because I'll be away on business over the weekend. Thank you again for the kind invitation. I hope to see you and Charles very soon. Good-bye.

TRACK 2 | Two
— Hi, Marta. It's Kevin.
— Hi, Kevin. What's up?
— Sandy and I'd like to invite you and Jack to a cookout this Sunday.
— This Sunday? Oh, we'd love to be there, but we're going to a wedding.
— That's too bad. Sandy's going to be disappointed not to have you there.
— I'm disappointed, too. Well, I hope you all have a wonderful time.
— Thank you, Marta. Say hi to Jack, OK?
— I will. Give my best to Sandy.
— Will do. Talk to you soon. Bye.

TRACK 3 | Three
— Hello, Mrs. Baker, this is Claire Taylor. I'm calling to invite you to a bridal shower we're holding for Paula Logan.
— How wonderful! When is it?
— It will be on Saturday, May 10th at 2 o'clock.
— Let me check my calendar. Oh, I have a hairdresser's appointment at 1:00, so I couldn't be there until later. Would that be a problem?
— Not at all.
— Then I'd be delighted to come! Could you give me all the details of the event?

CHAPTER 2

TRACK 4 | ACTIVITY 9 | A
— Hi, Connie. It's me, Julia. Where are you? You said you'd be here at one o'clock.
— I'm sorry, Julia. I'm on my way.
— On your way?! It's almost two o'clock now. How long do you want me to wait for you?
— I'll be there within, say, 15, 20 minutes?
— So you'll be here by 2:15?
— I think so. Around 2:15.
— OK. But if you're not here by then, I'm leaving.
— I'll be there. I promise.

TRACK 5 | B
— So, Mike, when will you be able to return the money you borrowed?
— I'm really sorry, John. I'm working on it.
— You promised you'd pay me back within two weeks. That was two months ago.
— I know, I know. Give me one more week. I should have it by then.
— OK, Mike. One more week.

TRACK 6 | ACTIVITY 11 | A
— Arthur? This is Maggie.
— Hi, Maggie. What's new?
— You know I said I'd go to the opening of your exhibition on Saturday, right?
— And now you can't make it.
— I'm afraid not. I have to work on Saturday. I'm really sorry.
— That's all right. But you'll still come to see my work, won't you?
— Of course. Maybe next Saturday if you're free.

TRACK 7 | B
— Hi, Angela. Come in.
— Hi, Brenda. Actually, I just came by to give this back.
— My mother's old cookbook. I was looking everywhere for that.
— You lent it to me last year, remember? I apologize for not getting it back to you sooner. I completely forgot I had it.
— Oh, don't worry about it. I'm just glad to know I didn't lose it. Would you like a cup of coffee?

TRACK 8 | C
— Good morning, Ms. Perkins.
— Good morning, Mr. Stewart. Can I get you a cup of coffee?
— No, thanks. I'm running a bit late this morning. If anyone needs me, I'll be in the conference room. Hello everyone. I'm sorry to be late. There was a lot of traffic.
— It's no problem. We haven't started yet.

CHAPTER 3

TRACK 9 | ACTIVITY 8 | A
— I'm looking for a pair of red jeans. I bought a pair here years ago and I'd like something similar.
— Hmmm ... red jeans. I know we had some a few months ago. Is this what you were looking for?

– Almost. It's the right color, but the fabric is different. Is this all you have?
– I'm afraid so.
– OK. Thanks, anyway.

TRACK 10 | B
– Oh, no. I don't believe it!
– What's wrong?
– It's my new camera. It doesn't work.
– What do you mean it doesn't work? It's new. It has to work. Did you put the battery in?
– Yes, of course, I did.
– Can I see the user's guide? It says you should recharge the battery before using it. Did you do that?
– Umm ... no.
– So do that and then try the camera again.
– Thanks. I'm sure that's what the problem was.

TRACK 11 | C
– So how's that collection of old records you bought on U-Buy?
– Not so great. Most of the records are so scratched I can't even play them.
– I warned you. They were probably sitting in someone's basement for 40 years.
– Yeah, maybe. But they were cheap.
– So what are you going to do?
– I'm going to try to send them back.
– Good luck with that.

TRACK 12 | ACTIVITY 11 | A
– U-Buy customer service, can I help you?
– Yes, there's something wrong with the headphones I ordered from you. I'd like to return them.
– Can you tell me your order number, please?
– Sure. It's UBX-225.
– OK. That's SimiTech model 345A, correct?
– That's right.
– Have you read the troubleshooting information in the user's guide?
– Yes. I tried everything, but they still don't work.
– All right. If you send them back, we'll replace them for you.
– Thanks, but I don't want a replacement. Can I get my money back instead?
– Of course. When we receive the headphones back from you, we'll refund the purchase price to your credit card.
– Do I have to pay the return shipping cost?
– No, you don't. If the headphones are defective, we will refund your shipping costs.

TRACK 13 | B
– LotsaShopping customer service. How can I help you?
– I'd like to return a jacket that I got from your site.
– I'm sorry to hear that. Was there a problem with it?
– It doesn't fit.
– You can return the jacket, and we'll refund your money. Do you have the invoice that came with the jacket?
– No. It was sent to me as a gift.
– I see. Well, then we can't give you a refund, but we can send you a gift card for the purchase price. You can use the gift card to buy something else on our site.
– That would be fine. What do I need to do to return the jacket?
– Do you have the packing slip that came with it?
– Yes.
– OK, if you can give me the order number ...

CHAPTER 4

TRACK 14 | ACTIVITY 7 | Part 1
– Did I ever tell you about my bus trip from Barcelona to Budapest?
– By bus? That's a long trip!
– Very long. It took us about 18 hours to get to Budapest, but it took us over 30 hours to get back to Barcelona.
– Thirty hours. That's unbelievable, Javier. What happened?
– The day we left we all got on the bus, but after a few blocks the bus broke down. The tour company had to arrange for another one, with a Spanish driver. Finally, we were able to leave. We traveled all night long and then we got to the Austrian – Hungarian border. The border guards came and checked all our passports ...
– You don't need a passport to go from Austria to Hungary, do you?
– Not anymore, but you did then. So, they checked our passports, and we waited and waited and waited. Finally, the tour guide told us what was wrong.

TRACK 15 | Part 2
– Finally, the tour guide told us what was wrong. You're not going to believe this.
– There was something wrong with that bus, too?
– No. The Spanish driver didn't have a passport.
– What? No way! Why not?

– He didn't usually need one. He just needed his driver's license. So we had to wait at the border until another bus came from Budapest to pick us up — four hours later.
– Weren't you angry?
– I was too tired to be upset. But there was a doctor with us who had to be at his hospital that evening. He was furious.
– I can imagine.

TRACK 16 | ACTIVITY 12
– Hi. I'm Janet Walker. I have a reservation for a compact car.
– Great. Do you have your reservation number?
– I reserved it online. Here's a copy of my confirmation letter.
– OK, let me check. Hmm ... the computer isn't showing anything in your name. We've had a little trouble with our online reservation system lately, but it doesn't matter. We still have quite a few cars available.
– Including compact cars?
– Mmm ... I'm afraid all our compacts are rented. We're expecting one back in a couple of hours.
– I can't wait a couple of hours.
– Well, I can offer you a full-size car. They're only twenty dollars a day more than the compact.
– But I don't need a full-size car, and I'm not going to pay more for one. It's not right for you to charge me more than what I would have paid for the compact car I reserved. It's not my fault that your system isn't working correctly.
– I understand, Ms. Walker. Give me just a minute so I can check with the manager. Thanks for waiting. Because of the mix-up, the manager said you could have a full-size car for the same price as a compact.
– Great. Thank you. Are these ones here the full-size cars you have available?

CHAPTER 5

TRACK 17 | ACTIVITY 5 | A
– Can you tell me what happened?
– I don't know. I was just making a right turn onto Main Street.
– Did you see the cyclist?
– Yes ... and no. I saw she was behind me earlier. But I didn't see her when I turned.
– Did you stop at the corner before turning?
– Yes, I did.
– And you checked your mirrors before you turned?
– I think so. Yes, I'm sure I did. One moment she wasn't there and the next she was. Is she all right?
– She's been taken to the hospital. We'll know more later on.

TRACK 18 | B
– So I understand you witnessed the accident, Mr. Palmer, is that right? Can you tell me what you saw?
– I was standing here at the corner, waiting to cross the street. The driver was right here in front of me. I saw him look both ways, and then he started to turn. But I don't think he saw the cyclist. She came up on the right side of the car pretty fast. Maybe she was in his blind spot when he looked.
– I see. And then?
– As he started his turn, the driver hit the cyclist.
– Did the cyclist try to stop at the intersection?
– I'm sorry. That I don't know. It all happened so fast.

TRACK 19 | C
– Is she all right? Can I talk to her now?
– Yes, sure. She's got some cuts and bruises, but nothing serious.
– Hello. I'm Officer Maxwell. I'd like to ask you about the accident you had earlier.
– Oh, yes. Is the driver OK?
– The driver is fine. Can you tell me what happened?
– You know, I think the whole thing was my fault.
– Why do you say that?
– It's my bike — it's old. And I've had some problems with the brakes.
– Did you see the car at the corner? Did you see that it was going to turn?
– Yes, I saw the car, and I tried to brake. But nothing happened. I couldn't stop the bike. The car turned and — boom! — we collided.
– You're lucky you were wearing a helmet.

TRACK 20 | ACTIVITY 10a | A
– 911. What's the nature of your emergency?
– It's my son, David. He fell out of a tree. He's unconscious.
– Is he breathing?
– Yes.
– Is he bleeding?
– No — not that I can see.
– All right. Stay calm. Can you give me your location?

– It's 2541 Willow Road. My son is in the back yard.
– An ambulance is on its way. Do not move your son. And please stay on the line. Do not hang up. OK?
– OK.

TRACK 21 | B
– Steve? It's Susan.
– Susan? What's wrong? Where are you?
– I'm at the emergency room. It's David. He fell out of the tree in the back yard.
– Is he all right?
– I don't know yet. He's being looked at now. Hold on.
– Mrs. Simmons?
– Yes?
– David's being taken to X-ray now. His arm is fractured, and we want to check for head and neck injuries. OK?
– Yes, yes. Thank you. Steve? They're taking David for X-rays. He might have a head injury. When are you coming to the hospital?
– I'm on my way now.

CHAPTER 7

TRACK 22 | ACTIVITY 5 | Annette
As a buyer for a large department store, I have to be decisive. That's probably my greatest strength. I see many different products every day and decisions must be made quickly. I work well with others, but I prefer to work independently. My biggest weakness? I'm impatient. When I buy something, I want to have it right away.

TRACK 23 | Daniel
What are my strengths? I consider myself friendly and reliable. And I'm honest – I think that's my best quality. Weaknesses? I don't think I have any, really. Oh, maybe I'm a bit lazy sometimes. At least that's what my girlfriend says. But I'm still in school, so I have time to be lazy, don't I?

TRACK 24 | Charlene
To be a good flight attendant, I have to be fast, flexible, and organized. And, of course, I should always be pleasant. On long flights, that can be hard, especially with passengers who complain a lot. But I try not to be impolite even if someone is rude to me. I've learned to bite my tongue, as they say.

CHAPTER 8

TRACK 25 | ACTIVITY 2 | Ginny
I have a savings plan with my employer. They deduct 15% of my salary. I've already saved about $150,000 for my retirement.

TRACK 26 | Mark
My wife and I want to take a trip to India, but we haven't saved much yet — only a thousand dollars. If we don't start saving more, it's going to be years before we have enough for the trip.

TRACK 27 | Brian
Well, I have to pay bills like everybody else, but I try to save about 10% of my salary. I'm saving for a down-payment on a house. So far, I've saved about $10,000.

TRACK 28 | Anna
I'm not very good at saving. I travel a lot and go out with my friends every weekend. I would like to buy a car some day, but so far I've only saved a couple thousand dollars.

TRACK 29 | ACTIVITY 11
– Good morning. May I help you?
– Yes. I'd like to withdraw $250 from this account.
– May I see some identification, please?
– Here you are.
– OK. How would you like that?
– In tens and twenties, if possible.
– Is ten twenties and five tens all right?
– Perfect.
– Would you like an envelope?
– Yes, please.
– Will there be anything else?
– No, thank you.
– Have a nice day.

CHAPTER 9

TRACK 30 | ACTIVITY 3 | A
This is the cleanest burning fossil fuel, and the most "environmentally" friendly non-renewable source of energy. It is used primarily for heating and producing electricity.

TRACK 31 | B
This renewable, natural energy source can be used to generate electricity and to heat water and homes. It's available everywhere, but works best in hot, dry climates.

TRACK 32 | **C**
This energy source is controversial. It's highly efficient and relatively inexpensive, but it can be very dangerous if there is an accident at the power station or if the materials are not handled properly. It's used to produce electricity in many countries.

TRACK 33 | **D**
This non-renewable fossil fuel is cheaper than oil or natural gas. It's widely used throughout the world to generate electricity, but it's also one of the chief causes of air pollution.

TRACK 34 | **ACTIVITY 9** | **Philip**
What do I do for the environment? I think that people like me – people who live in a city – don't really need a car. We have an excellent public transportation system, so I use that most of the time. If the weather is nice, I sometimes walk or bike to work. And, of course, I recycle or reuse whatever I can, both at home and at work.

TRACK 35 | **Caroline**
I live in a small town. We have an excellent recycling program. Each household has a special container for recyclable materials. A truck comes and empties the containers once a month. We also have a compost bin for organic waste from the kitchen. The compost is great for our garden!

TRACK 36 | **Jeremy**
I try to conserve water and electricity. For example, I take shorter showers and I turn off the TV and computer when I'm not using them. And, of course, I turn off the lights when I leave a room. I think that in the long term, it's habits like these that will make a difference. If you consume less, you not only save money, you reduce your carbon footprint. Every little bit helps, right?

CHAPTER 10

TRACK 37 | **ACTIVITY 5** | **A**
— I just heard on the radio that there's been a big earthquake in India.
— I know. I saw it on the news last night. How terrible! Lots of houses, streets, and bridges have been destroyed.
— Were many people injured?
— They don't know yet, but thousands of people are missing. It doesn't look good.

TRACK 38 | **B**
— And now for today's headline news, the tornadoes in New York. Our correspondent, Becky Mosby, is on the scene. Becky?
— Thank you, Steve. I am standing here in New York City where early this afternoon, between 1 and 2 p.m., two tornadoes touched down. No one has been injured, but the tornadoes did cause power outages and some minor damage. The National Weather Service says the current storms will continue, but no more tornadoes are expected. This is Becky Mosby reporting from New York City. Back to you, Steve.

TRACK 39 | **C**
… update on the flooding in the north of England. Thousands of residents have been evacuated from their homes as the rain and flooding continue. Rail services have been canceled because of trees on the railway lines. Northern Electric say they do not yet know when power will be restored. Local government offices and schools are closed until further notice. Rescue workers say several people have been taken to hospital, but so far, there have been no serious injuries reported. For more information on this and other stories, log onto radio1news.co.uk.

CHAPTER 11

TRACK 40 | **ACTIVITY 3**
— So, Joyce, what was the turning point in your life?
— The big turning point was several years ago when the company I was working for went out of business. I had to decide whether I wanted to look for a job in the same field or do something different.
— What did you do?
— Well, I had been losing interest in my work for some time, so I decided to change directions. I went back to school and got a degree in environmental science.
— Wow. That's a big change. Do you have any regrets?
— Only one. I wish I had made the decision earlier. You know, we spend most of our adults lives at our jobs. Life is too short. We should find what we love to do as early in our careers as possible and devote our lives to it.

TRACK 41 | ACTIVITY 8 | A

– If all goes well, we'll be moving soon. We'd like a bigger apartment. And I hope someday we'll have enough money to buy a house. That's my big dream. What dreams do you have?

– My dream is to retire early and sail around the world in a sailboat of my own.

– With a little luck maybe your dream will come true.

TRACK 42 | B

– Did you always want to be a doctor, Antonio?

– Oh, no. When I was a boy, I wanted to be a rock star. I was in a band and we played all over the West Coast.

– So what changed? Why are you studying medicine?

– When I was in my late teens, I saw a film about doctors helping people in Africa. That's when I knew I wanted to be a doctor. I hope to join Doctors without Borders after I've established myself in the profession. That's my dream.

CHAPTER 1: PRACTICE

TRACK 1 | EXERCISE 4
What did the journalist say?

– Our reporter, Tom Wilson, is reporting live from the grand opening of the new concert hall on Richmond Street. Tom, what are your impressions?
– Thanks, Jeff. I'm sorry to say that it's a disaster. As you know, we have a huge traffic jam due to the snow, and it's delaying most of the guests. The heating system in the hall has broken down. There is no food and the mayor isn't here yet. The organizers aren't available for comment. Be prepared for bad reviews in tomorrow's papers!

TRACK 2 | EXERCISE 8 | A
What's the occasion?

– What should we bring Jennifer and Steven?
– Something for the house, I suppose. Do you know if there's anything they need?
– No, but I could give Jen a call.
– We can't go wrong with a plant or a bottle of wine.
– Good idea. Let's buy them a bamboo plant.

TRACK 3 | B

– Will the party be at the office?
– No, it'll be held at a restaurant in town. I think some of the managers have lunch there with their clients.
– Have you been there?
– No, but I've heard it's very good. Oh, and by the way, each person has to bring a small present for a colleague.
– Right. It's that time of year again.

TRACK 4 | C

– I think I'll try on the entire outfit the day before the reception: tie, hat, gloves, everything.
– That's a good idea. I can tell you how it all looks if you like.
– That'd be great, thank you.
– Will you be formally introduced to the Queen?
– I think so, yes.

CHAPTER 2: PRACTICE

TRACK 5 | EXERCISE 6 | A
Why didn't they keep their promises?

– Hi, Lisa. It's Jeremy.
– Jeremy? Where are you? Everyone's waiting for you.
– I'm sorry, I know I promised to be home by 7, but I had a phone call from a very important client right as I was about to leave. Just start without me. I'll catch a train as soon as I can.

TRACK 6 | B

– Hi, Martin. This is Greg.
– Oh, hi, Greg. I suppose you're calling about your laptop.
– Yes, I am. You promised that you would return it by today.
– Yes, I did, but the thing is ... Look, I'm really sorry about this, but your laptop is at the repair shop.
– What?! What happened?
– You see, I was working on your laptop with a cup of coffee next to me, when my cat suddenly jumped on the desk and knocked the cup over. I'm really sorry, Greg.

TRACK 7 | C

– Hi, Emily. It's Lisa.
– Hi, Lisa! How are you? Are you all packed?
– Well, no. That's why I'm calling. I won't be able to visit you this weekend after all.
– But why? We've been planning this weekend for ages.
– I know, but they changed the date of my son's play. It's taking place this Saturday now, not next Saturday. He would be so disappointed if I wasn't there.

TRACK 8 | EXERCISE 8 | A | Helen
What happened?

Stephanie? Hi, it's Helen. Listen, I'm really sorry to call you so late, but we can't make it for lunch. Justin is sick. [...] A cold? No, I think it's the flu. He doesn't feel well at all. I'm taking him to the doctor later today. [...] Yes, let's postpone the lunch till next week. [...] Thank you. And please tell Brian how sorry we are.

TRACK 9 | B | Julian

[...] I'm sorry, but I can't watch the game with you tonight. [...] Something really annoying happened. I was working on the project I've been telling you about, when suddenly my computer froze, and I lost my file. [...] No, I've tried everything. I'll just have to start all over again. I think I'll have to spend most of the night on it.

TRACK 10 | **C** | **Mary**
[…] Fred, is that you? Calm down and tell me what happened. Are you all right? […] OK. Is the car badly damaged? […] Well, that's not too bad then. Where are you exactly? Do you need a ride? […] No, don't worry about it. I'll be there in twenty minutes. But first, I'll call the bank and tell them we can't make the 11 o'clock appointment.

CHAPTER 3: PRACTICE

TRACK 11 | **EXERCISE 4** | **A**
How big is it?
– May I help you?
– Yes. Can you tell me the dimensions of this table?
– Let's see. It's 58 inches long, 28 inches high, and 32 inches wide.
– What is it made of exactly?
– It's wood. It's cherry. That's what gives it this warm, reddish color.
– I'm not sure it will go well with the color of the room. Would you have the same model in a lighter wood? Maybe pine?
– Let me see what we have in stock.

TRACK 12 | **B**
[…] It offers incredible technical performance. Also, the dimensions make it very comfortable to work with. […] 21.5 inches wide, ideal to watch movies. […] It comes in black, white, or silver. The design is very clean and elegant. It will look great in all homes or offices. You won't be disappointed. […] Oh, yes, it connects to virtually any laptop or desktop computer.

TRACK 13 | **EXERCISE 6** | **A**
Do you have proof of purchase?
– Good morning. May I help you?
– Yes. There's something wrong with the camcorder I bought yesterday. It just won't turn on. I think there's a problem with the battery.
– I see. Do you have your receipt?
– Actually, I don't know what I've done with it, but I printed my credit card statement. Will that do?
– We don't usually accept credit card statements, but I'll make an exception. You said you thought the problem was with the battery?
– Yes, I left it plugged in all night, but it doesn't seem to charge.

TRACK 14 | **B**
– Good afternoon, customer service.
– Hello. I was wondering if you could help me. I ordered a video game two weeks ago and I still haven't received it.
– May I have your order number?
– Yes, it's H045 678.
– One moment, please. According to our records, one *Invaders* video game was shipped twelve days ago. It should have been delivered by now.
– But I haven't received anything.
– Could you check with your local post office? The package may be on hold for you there.
– What if it's not?
– In that case, give me a call back, and I'll see what I can do for you. Let me give you my direct number. It's 312-555 …

CHAPTER 4: PRACTICE

TRACK 15 | **EXERCISE 4**
An awful trip
– William! Hi! I didn't know you were back. How was your trip?
– Hi, Emma. Well, it was a bit of an experience actually.
– What do you mean?
– It started at the airport. Our flight was delayed five hours due to a combination of bad weather, air traffic, and a sick pilot.
– That's unbelievable.
– You're telling me. When the plane finally took off, we were told that we couldn't fly over Chile due to a volcanic eruption.
– You're joking!
– I wish I were. Finally, our plane had to take an alternate route over Peru and stop a few hours in Bolivia for fuel. We landed in Buenos Aires almost fourteen hours late.
– Did the airline give you any compensation?
– No, they said it wasn't their fault, so we didn't get anything, not even a voucher for food.
– Oh, that's just awful.

TRACK 16 | **EXERCISE 8** | **Anna**
Travel problems
– Good morning. May I help you?
– Yes. My train was fifteen minutes late, and I missed my connection. Are there any other trains to Manchester in the next hour?
– Let me check. I'm sorry, but the next train to Manchester is this afternoon at 2:46.

– But that's in three hours. Aren't there any other trains?
– No, I'm sorry, there aren't. You could catch the 11:03 bus that leaves in front of the station, but it's a much longer trip.

TRACK 17 | Matthew
– Hello. I need to go to the Convention Center as quickly as possible, but I heard that the Blue Line is closed.
– That's right. I think the best alternative route for you would be to take the Red Line to Park Gate and change there for the Green Line to Aldridge Road. From there you can walk to the Convention Center.
– But that's going to take forever. And there are no other routes?
– I'm afraid not. Not with the subway anyway. You could take a cab.
– Yes, but have you seen the number of people waiting?
– Ask a few people if they're willing to share a cab with you. It's worth a try if you're in a hurry.

CHAPTER 5: PRACTICE

TRACK 18 | EXERCISE 1 | Jerry
How did you hurt yourself?
– Jerry, what happened to your hand?
– I did something silly. I was cutting vegetables while watching the game on TV, not paying too much attention to what I was doing, and the knife slipped. I cut myself pretty badly. Next time I'll be more careful.
– Will you be able to use your computer with your finger like that?
– Oh, sure. I'll manage.

TRACK 19 | Edith
– How did you hurt yourself, Edith?
– Playing volleyball. I was running towards the net when I tripped and fell. I banged my head against the wall.
– What a bruise!
– You should see the one on my knee.

TRACK 20 | Mike
– Be very careful going down the stairs.
– Why?
– I slipped on the second step because of the ice, and I fell the rest of the way down.
– Really? And you didn't hurt yourself?
– I bumped my elbow on the ground pretty hard, but that's all.
– You were lucky.

TRACK 21 | EXERCISE 5 | A
Medical emergencies
– Can you check his pulse?
– Yes. I just did. His heart is beating.
– And you said that he's definitely breathing?
– Yes. What should I do?
– Cover him and don't move him. We're on our way.

TRACK 22 | B
– The thing is, I can't stop the bleeding.
– Head injuries often bleed a lot. Try to cover the cut with a clean cloth and apply pressure.
– OK.
– Is the victim still conscious?
– Yes, he's talking to me.
– Good. Stay calm and carry on reassuring your friend. Tell him that we'll be right there.

TRACK 23 | C
– Don't panic. Do exactly what I tell you.
– OK.
– First, are you sure, the person is not breathing? She's not coughing, is she?
– No, she's not.
– OK. Here's what you need you to do. Stand behind the person, support her chest with your hand, and lean her forward. Now hit her back with your hand up to five times.
– It worked! Thank you.Thank you so much!

CHAPTER 7: PRACTICE

TRACK 24 | EXERCISE 3 | Charles
A new employee
– What do you think of Charles Kerry, the new employee in the customer service department?
– He's very pleasant and outgoing. He seems enthusiastic about his new job, and he's had excellent results with Ms. Watson's former customers so far. Basically, he's good with people. The only problem is that he's not very reliable.
– Really? In what way?
– He's not punctual at all. He has rarely arrived at the office on time since he started with us. We never really know when he's going to turn up.

– Sharon needs to talk to him about that. She has to tell him that that's not how we do things around here.

TRACK 25 | **Suzanne**

– Has the new freelancer started already?
– Suzanne O'Connor? Yes, she's been with the team for a week.
– How's it going?
– It's going well so far. She seems to be fast and organized. She's written quite a few articles already.
– Great. We really needed a hardworking person for these kinds of projects.
– Definitely. She's also very flexible with her hours. The only thing is she's a bit too independent. She doesn't always ask Patrick's advice before starting to write, and he's the project manager, of course.
– How long has she been freelancing?
– I think she said fourteen years.
– She's used to working independently. I don't think it's necessarily a bad thing.

TRACK 26 | **EXERCISE 7** | **A** | **Diego**
What's your area of expertise?

I suppose my expertise is in the repair and maintenance of copiers, faxes, laser printers, and other small office machines, because this is what I've been doing for 16 years. I'm also very proficient in photography. Actually, I trained to be a photography teacher. I'm competent in digital printing, both color and black and white. I'm quite good with computers, too, though I haven't had any formal training.

TRACK 27 | **B** | **Michelle**

I'm not an expert at anything, but I have solid skills in several areas. For instance, I'm pretty good at personal shopping — finding colors and styles that work well for people. I'm also good at helping people understand the different types of bank services that are available and how they work, because I used to work in a bank. And I've learned a lot about nutrition and dieting. I'm currently dieting for the first time in my life.

TRACK 28 | **C** | **James**

My area of expertise is in building things. I love to create designs and then build them. I've built a couple of guitars from scratch, two computers, several pieces of furniture, and now I'm in the process of building my first house. It's an exciting project. At my job, I've had years of social work experience. So I'd also say I'm a good listener. I think I'm good at helping people focus on their goals.

CHAPTER 8: PRACTICE

TRACK 29 | **EXERCISE 3** | **A** | **Lynn**
Household expenses

What's our biggest household expense? Definitely the cars. My husband, my son, and I each own a car, and they take a big bite out of the family budget. We all have to drive to work or to the university every day. When you include the cost of the cars, the insurance, gas, maintenance, and parking, it can be very expensive. If we lived in an area with better public transportation, I guess we would have fewer cars. But that's not really an option at the moment.

TRACK 30 | **B** | **Chris**

My twin daughters are starting at the university next fall. University tuition and fees are going to be our biggest expense this year. And that's not all. Patricia is going to study economics in Chicago, and Linda has been accepted to a law school in California. So they'll need money for room and board, of course. Both have worked over the past two summers to save for the upcoming expenses, but it's not enough to cover everything.

TRACK 31 | **C** | **Junichi**

We have a big family: three boys and two girls, all between the ages of 8 and 16. They all have after-school activities and sports training. They also each play an instrument, and that costs money, too. On top of that, our two eldest children like to go and see movies with their friends or go to sporting events from time to time. So I'd say that entertainment is definitely a big expense in our home. But it's not the biggest. You should see our grocery bill!

TRACK 32 | **EXERCISE 8**
What's the exchange rate?

– Good morning. May I help you?
– Yes. I'd like to exchange these Euro traveler checks for Canadian dollars.
– Certainly. Today's rate is 1.2865 Canadian dollars to the euro.
– All right. I'd like to change 1,500 euros.
– That comes to a bit less than 2,000 Canadian dollars.

– Could I get the money in twenties and fifties?
– Of course. There you are. Anything else?
– Yes. Can I exchange my euros at any of the local banks in town?
– It's better to go to the main branch of the bank. We also have a currency booth at the Sunset Mall.
– Thank you very much.

CHAPTER 9: PRACTICE

TRACK 33 | EXERCISE 2

A game show

– And now the next category for our two contestants, Lauren and George. The category is environmental issues. Are you ready?
– I'm ready.
– Me, too.
– OK. Question number 1. Planting trees is a good way to combat the greenhouse effect. True or false?
– True.
– True.
– You're both right, of course. Trees and other plants absorb carbon dioxide and give off oxygen. Did you know that a single tree will absorb approximately one ton of carbon dioxide during its lifetime? All right. Question number two. Buying food locally can help reduce our carbon footprint. True or False?
– False.
– Mmm … True.
– I'm sorry, George, but if the food is locally grown, there is a good chance it didn't have to travel far to get to the supermarket. That's a savings in energy. One point for Lauren. OK, Question number 3. What is more eco-friendly, gas or electric cooking?
– I'd say gas.
– Electric?
– George is right! Because gas burners provide instant heat, they're generally more energy efficient than their electric competitors. When you turn on a gas stove, you instantly get a flame, whereas electric stoves often take quite a bit longer to heat up and cool down. OK. Question number 4. In the Arctic, global warming is already responsible for the loss of sea ice. True or false?
– True.
– True.
– Yes, unfortunately, it's true. And species, such as polar bears, penguins, whales, and many others, are endangered by global warming. Now your last question on this topic.

TRACK 34 | EXERCISE 7

An eco-friendly company

– Good morning, listeners. And thank you for tuning in to Radio Green. Our theme this week is eco-friendly home building. We have the pleasure of welcoming Thomas Johnson, the CEO of the very successful EcoHouse, Inc. Thank you for joining us, Mr. Johnson.
– My pleasure. Thank you for inviting me.
– The decrease of natural resources and the need for clean, renewable energies are key points for today's environmentalists. Your company seems to have found a balance between profit and eco-friendly materials, hasn't it?
– Absolutely. We use only clean, renewable, or natural materials that respect and preserve the environment. Although our houses are a bit more expensive than those of our competitors, they do allow our customers to save quite a bit of money in the long term. They're beneficial to the environment and to people, as well.
– What are your goals for the future?
– To consume less and more wisely. We offer a lot of options for customers looking for greener ways to live, such as green appliances and solar roof installations that produce and conserve energy without any waste or pollution. You can actually save a lot of money on your electric bill, and the cost to install the panels has dropped considerably in the last few years.

CHAPTER 10: PRACTICE

TRACK 35 | EXERCISE 3

A fire downtown

– The breaking news is, of course, the major fire downtown. Our reporter, Michelle Portman, is on the scene. Michelle, can you hear me?
– Yes, Brian, I'm right in front of the fire department barricade, which is blocking all of Central Plaza, where residents and office workers in the area have been evacuated. According to a police spokesperson, the fire started at the Continental Hotel at around 4 p.m. The cause of the fire is not yet known, though police suspect criminal involvement.

All hotel guests and employees were able to get out of the building safely, except a family of five who had to be rescued from the seventh floor by a team of firefighters.

— Are there any casualties, Michelle?

— We don't yet know, Brian. The police say that five employees are missing from the Central Bank building directly behind me.

— And what is the situation with the fire?

— Apparently, the fire is still raging in the back part of the hotel. And the 5th, 6th, and 7th floors have been destroyed. The authorities are saying they hope to have the fire under control within the next hour.

— Michelle, can you tell us more about the suspicions of the police?

TRACK 36 | EXERCISE 8 | A | Alan
I never watch TV
I read two newspapers every day. I'm interested in world news and politics, but I also enjoy reading about sport and travel. I have a subscription to a sport magazine. I don't really use the Internet to read news. I don't trust the information on many of the sites. I do read the sites of some of the big newspapers from time to time, but I'm distracted by the adverts flashing across the screen every few seconds. It's not a pleasant reading experience. For now, I'll stick with good, old-fashioned newspapers for my news.

TRACK 37 | B | Rosie
I don't think you can really trust any media nowadays. Personally, I really dislike TV and the way it presents information. Most channels pick the stories they think will attract an audience, not the important news of the day. They're not objective at all. When I want to know what's happening, I turn on my radio. The Internet? I use it to shop and for entertainment, but I don't really trust it as a reliable source of information. Too many people post stories or their 'version' of the news, and in the end, we don't know what to believe anymore.

TRACK 38 | C | Jerry
I go online to get information. Every day, I visit newspaper sites and social networks. I think it's important to know what people think. I also read a couple of blogs on current affairs. Getting information from that many sources allows you to form your own opinion and to decide on your own what's true and what's not. When you've read several sides of a story, it gives you a broader perspective. That's what I like about the Internet.

CHAPTER 11: PRACTICE

TRACK 39 | EXERCISE 2 | A | Ryan
Turning points
I'd say my major turning point was when I realized I was not at all happy at work, and I decided to take the big step and quit my job. I had saved some money, and, suddenly, with so much free time and no responsibilities, I realized I could do anything I wanted. It was an exciting feeling. I packed my bags and traveled all over India for a year. That was the second turning point in my life.

TRACK 40 | B | Sofia
The biggest turning point in my life? That has to be when I decided to move to Argentina. No one in my family really approved of my moving so far away, but I went anyway, and I've never regretted it. I had a great work experience and I learned a lot, both socially and professionally. I made life-long friends, and I also met my future husband there. So, yes, Argentina was definitely the turning point of my life.

TRACK 41 | C | Jason
The day I decided to join a health club was a big turning point for me. Before that, I really had let myself go. I wasn't eating properly or doing any exercise. Then one day a friend of mine talked to me about this great health club she was going to. I checked it out on the Internet and discovered they had a great online community for support. After exchanging messages with several members, I decided to join. Now there's a group of people who encourage me on a daily basis. My life has improved unbelievably.

TRACK 42 | EXERCISE 7 | A | Benjamin
What's your dream?
My dream is to go and work in Japan for a while. I've always been fascinated with Japanese culture. I've been studying Japanese for over a year now. It's a difficult language, but I'm making progress. I'm also training to be an English teacher. That's what I'll do if I get accepted on a work abroad program in Tokyo next year.

TRACK 43 | **B** | **Amber**
I would like to work for NASA. But I don't want to be an astronaut. I hope to become an electronics engineer, working on the navigation systems used in planes and satellites, things like that. While I work toward my doctorate in electronic engineering, I'm going to apply for an internship at NASA. Hopefully, that will lead to a permanent job there. Wish me luck!

TRACK 44 | **C** | **Luis**
My big dream is to be a photographer. I've just been accepted to an international photography school, so my dream may actually come true in the near future. What I'm most interested in is taking photos of animals in the wild, especially in Africa and Asia. But that requires a lot of money. That's why I've already started saving.

Answer Key

1 Happy anniversary!

special baby shower wedding housewarming reception celebrate surprise anniversary

1. – I can't remember where the ____ rings are. – Have you looked in your suit pockets?
2. – Have you found a gift for the ____? – Yes, look at this cute little outfit.
3. Pam doesn't know, but her friends are preparing a ____ party for her birthday.
4. My parents are taking a Caribbean cruise to ____ their 40th ____.
5. – Are you settled in your new home? – Pretty much. You can expect a ____ party soon!
6. For this ____ occasion, the company will organize a ____.

2 When will the ceremony be held?

Examples: party / hold / at my parents' home — ***The party will be held at my parents' home.***
flowers / not deliver / tomorrow — ***The flowers won't be delivered tomorrow.***

1. dinner / serve / in the dining room ____
2. wedding cake / make / by a famous chef ____
3. invitations / send / in the next few days ____
4. company picnic / not hold / in the park ____
5. new museum / not open / by next Saturday ____
6. speech / give / by the president ____

3 Let me know if you can attend

1. Is it a formal occasion?	☐	a. I'd be delighted to. I love classical music.
2. Are you doing anything on Sunday?	☐	b. No, it's their holiday party.
3. Would you care to join us for the concert?	☐	c. Sorry, we have a previous engagement.
4. Why didn't John make it to the party?	☐	d. Yes, it is being held at the embassy.
5. Is it the annual company reception?	☐	e. Yes, we're going to a birthday party.
6. Can you come to the grand opening?	☐	f. I think his car broke down.

4 What did the journalist say? (Track 1)

He said that the grand opening . . .

5 What are you wearing tonight?

suit
gowns
casual
appropriate
tuxedo
hostess

1. For the Opera, women often wear evening ________.
2. – Can I wear jeans to the wedding? – No, that wouldn't be ________.
3. – Who is the ________? – The woman in the long, red dress is.
4. Paul looks very elegant in his ________ and bow tie.
5. For some formal events, a ________ just isn't dressy enough.
6. – Is there a dress code for the party? – It's ________.

6 RSVP by August 1st

1. If the invitation says black tie, you ____ wear a tuxedo. ○ a. can't ○ b. must ○ c. shouldn't
2. If Leila doesn't own a gown, she ____ rent one. ○ a. mustn't ○ b. should ○ c. can't
3. You ____ to wear a dress for a casual party. ○ a. don't have ○ b. can ○ c. must
4. You ____ call the host if you're not sure what to wear. ○ a. mustn't ○ b. don't have ○ c. can

7 You look terrific!

compliment ring fabulous jewelry earrings striking silver

1. – This party is ________! – I'm glad you're enjoying yourself.
2. – Could you lend me a pair of ________ to go with this necklace? – Of course.
3. Sophie bought a beautiful ________ watch for her husband's birthday.
4. – Any gift ideas for Christine? – All I know is that she doesn't wear ________.
5. – What a stunning ________! – Thank you. It was a 10th wedding anniversary present.
6. – What a ________ couple! – I agree. I'd like to pay them a ________.

8 What's the occasion? (Tracks 2-4)

A. 1. The couple is invited to a ____ party. ○ a. birthday ○ b. surprise ○ c. housewarming
2. They will bring ____. ○ a. flowers ○ b. a plant ○ c. wine

B. 1. The women are going to a ____ party. ○ a. holiday ○ b. summer ○ c. formal
2. The party will be held at ____. ○ a. an office ○ b. a restaurant ○ c. the boss's house

C. 1. The man is worried about his ____. ○ a. tie ○ b. hat ○ c. attire
2. The event will probably take place in a ____. ○ a. palace ○ b. hotel ○ c. museum

Answer Key

1 Can you do me a favor?

Example: Make me a cup of coffee. a. ***Could you make me a cup of coffee, please?***
b. ***Would it be possible for you to make me a cup of coffee?***

1. Book a hotel room for Mr. Bates. a.
b.
2. Give the clients a ride. a.
b.
3. Keep an eye on my house. a.
b.

2 If I need you, I'll give you a call

Example: When Tom needs money, he asks his parents. *(next month)*
If Tom needs money next month, he'll ask his parents.

1. When Susan has time, she gives me a ride. *(next weekend)*
2. When Kate is busy, Tom does the shopping. *(on Monday)*

3 Can I borrow your pen?

lent lend borrow return give

1. At this library, we can not only ______ books, but also DVDs and video games.
2. I won't ______ my car to James. He's not a good driver.
3. – When will we get the ladder back? – The neighbor is going to ______ it today.
4. Someone ______ my son a jacket, but I can't remember who.
5. – Can I borrow your camera? – Yes, just ______ it back to me before my vacation.

4 He asked if he could use my laptop

Example: "I will give it back later." I said ***that I would give it back later.***

1. "He can't lend you his lawn mower." He said
2. "Can I borrow your book?" I asked
3. "We will return the car today." They said
4. "Will she give the DVD back?" You asked
5. "We can pay you back right away." We said

Answer Key

5 It will be done by noon

1. When will you finish the proposal?	☐	a. I'll do everything I can to meet the deadline.
2. Did David break his promise?	☐	b. It should reach you by tomorrow evening.
3. Do you promise you'll finish by Friday?	☐	c. She promised she would.
4. Will they tell Edith about the surprise?	☐	d. It'll be done by the end of the day.
5. When will the package arrive?	☐	e. I'm afraid so, but he had a good reason.
6. Will Eva be here in an hour?	☐	f. Don't worry. They won't say a word.

Answer Key

6 Why didn't they keep their promises? (Tracks 5-7)

	What did they promise?	What was the problem?
▶ Jeremy		
▶ Martin		
▶ Lisa		

7 Please accept my apologies

1. I'm really sorry ____ your cup. ○ a. I broke ○ b. breaking
2. David apologized for ____ your keys. ○ a. to lose ○ b. losing
3. Did William make an excuse ____ late? ○ a. for being ○ b. being
4. Tom said he was sorry about ____ to call. ○ a. forgetting ○ b. he forgot
5. Please forgive us for ____ noise. ○ a. make ○ b. the
6. The neighbors apologized for not ____ us. ○ a. invite ○ b. inviting

8 What happened? (Tracks 8-10)

▶ A. 1. Justin and Helen will come for lunch ____. ○ a. today ○ b. next week
2. Justin is sick with ____. ○ a. the flu ○ b. a virus
3. Later today, Justin will see ____. ○ a. the doctor ○ b. Stephanie and Brian

▶ B. 1. Julian has a problem with his ____. ○ a. friend ○ b. computer
2. Julian lost an important ____. ○ a. file ○ b. project
3. He'll spend the night ____. ○ a. working ○ b. watching the game

▶ C. 1. Fred has had a car ____. ○ a. ride ○ b. accident
2. Mary will pick ____ up. ○ a. Fred ○ b. the car
3. She has to ____ their appointment at the bank. ○ a. go to ○ b. cancel

Answer Key

1 Do you shop online?

Shopping for an item has never been easier at Topgift.nz. Once you've
found what you're (1) ____ for, put it in your shopping
cart and (2) ____ to check out. Just make sure that
you've (3) ____ the right (4) ____.
Finally, (5) ____ a payment method and click "Buy."
Your item will be (6) ____ on the next business day.
Thank you for choosing Topgift.nz.

shipped
selected
select
proceed
quantity
looking

2 Life just gets better and better

Example: More services are available online now.
In the future, more and more services will be available online.

1. Phones are less expensive now. ____
2. People write fewer checks now. ____
3. Computers work faster now. ____
4. Online shopping is easier now. ____
5. Summers are hotter now. ____

3 Pick the two correct answers

1. Bookshelves are often made of ____. ☐ a. metal ☐ b. wood ☐ c. wool
2. A laptop is usually built with ____. ☐ a. plastic ☐ b. leather ☐ c. metal
3. ____ furniture is heavy. ☐ a. Cotton ☐ b. Wood ☐ c. Metal
4. Are these shoes made of ____? ☐ a. fabric ☐ b. glass ☐ c. leather
5. This sofa is covered with ____. ☐ a. fabric ☐ b. metal ☐ c. leather
6. Judith's new ____ watch is beautiful. ☐ a. silver ☐ b. gold ☐ c. copper

4 How big is it? (Tracks 11–12)

A. 1. The table is ____ inches high. ○ a. 58 ○ b. 28 ○ c. 32
2. The wood is too ____ for the customer. ○ a. light ○ b. hard ○ c. dark
3. The table may not go with the room's ____. ○ a. color ○ b. floor ○ c. width

B. 1. The man is talking about a ____. ○ a. desk ○ b. computer ○ c. screen
2. The ____ makes it ideal for watching movies. ○ a. height ○ b. width ○ c. design
3. The design looks very ____. ○ a. elegant ○ b. silver ○ c. disappointing

5 This product is damaged

1. Have you found the GPS's user guide?	☐	a. Yes, because it is timeless.
2. Isn't this glass table scratched on the corner?	☐	b. It's torn at the back. Look.
3. Do you like this classic style?	☐	c. The top of the can was broken.
4. What's wrong with this book?	☐	d. No, but I've just figured the problem out.
5. How did you stain your shirt?	☐	e. No, the laptop doesn't recognize this model.
6. Any luck with the printer?	☐	f. No, it's just a reflection from the light.

6 Do you have proof of purchase? (Tracks 13-14)

A. 1. The woman has a problem with her ____. ○ a. camcorder ○ b. computer
2. She lost her ____. ○ a. store receipt ○ b. credit card statement
3. The store clerk ____ help her. ○ a. cannot ○ b. can

B. 1. The customer ____ a video game. ○ a. ordered ○ b. received
2. The video game was shipped ____ ago. ○ a. two weeks ○ b. twelve days
3. The customer may have to call ____ again. ○ a. the post office ○ b. customer service

7 You can't return the product unless you have the receipt

Example: You can't pay online if you don't have a credit card.
You can't pay online unless you have a credit card.

1. You can't buy from that store if you don't open an account with them.

2. The store clerk can't help you if you don't have proof of purchase.

3. Liz won't be able to use this MP3 player if she doesn't read the manual.

4. The customer won't know what's in the package if there's no packing slip.

8 Would you prefer a refund?

troubleshoot packing slip exchange shipping product refund receipt get

1. – Would you like to make an ____? – No, thank you. I'd prefer a ____.
2. William wanted to ____ a replacement for his phone, but he lost his ____.
3. – Do you have proof of purchase? – What about the ____? Is that sufficient?
4. Customers have to pay the ____ costs if they want to exchange the ____.
5. – This program doesn't open properly. – Have you tried to ____ the problem?

Answer Key

1 Any complaints?

tank swimming pool amenities complained stolen impolite rental

1. Several customers ______ that the ______ was dirty.
2. The hotel is famous for its ______ and services.
3. – Did you go to the police? – Yes, right after my bag was ______.
4. Which car ______ company did you use?
5. – Was the staff friendly? – Not at all. They were very ______ to us.
6. – Do we have to buy gas? – No, the ______ is already full.

2 The room we stayed in was small

Example: The train was late. We were waiting for it. ***The train (that) we were waiting for was late.***

1. The room was booked. We wanted it. ______
2. The bag was empty. Someone stole it. ______
3. The car had a full tank. They rented it. ______
4. The man was polite. Julia spoke to him. ______
5. The travel agency is excellent. I'm using it. ______

3 That's incredible!

angry with
believe
furious
unbelievable
disappointed
upset

1. When the receptionist said he had lost our reservation, I was ______.
2. We were ______ with the hotel. The rooms were small and dirty.
3. Of course, we were ______ the airline. They lost our luggage.
4. I couldn't ______ it when the police found my wallet.
5. Lucy was so ______ about the flight cancellation that she started to cry.
6. It's ______. This airline is charging extra for window seats!

4 An awful trip (Track 15)

1. William's final destination was ____. ○ a. Peru ○ b. Argentina ○ c. Chile
2. His plane departed ____ hours late. ○ a. four ○ b. five ○ c. fourteen
3. A ____ changed the plane's itinerary. ○ a. sick pilot ○ b. storm ○ c. volcano
4. The plane stopped in Bolivia for ____. ○ a. food ○ b. flight ○ c. fuel
5. William is ____ with the airline. ○ a. angry ○ b. delighted ○ c. happy

5 Was the service efficient?

1. Did you enjoy your stay with us?	☐	a. For the tiny room we got, not at all.
2. How did the staff greet you on arrival?	☐	b. No, they treated us very well.
3. Were the prices reasonable?	☐	c. They forgot to give him a wake-up call.
4. Were the flight attendants as rude as last time?	☐	d. No, there was a slight delay.
5. What did the tourist complain about?	☐	e. Yes, I don't have any complaints.
6. Did you land on time?	☐	f. The receptionist was very courteous.

6 They should have cleaned the room

Example: They didn't tell us about the delay. ***They should have told us about the delay.***

1. I didn't get the meal I requested. ☐

2. Our car didn't have a full tank. ☐

3. The plane landed in a different city. ☐

4. The crew didn't greet us. ☐

5. Tom complained about the hotel. ☐

6. The people next door were noisy. ☐

7 A hotel survey

☐ – Fairly happy. It was comfortable, but the bathroom was a bit outdated.

1 – This will only take a few minutes. Overall, were you satisfied with the hotel?

☐ – They'll all be renovated next year. Do you have any other comments?

☐ – Yes, it was good. The amenities were wonderful, especially the spa.

☐ – Everyone was very courteous, although no one was there to greet us when we arrived.

☐ – I'm sorry to hear that. Otherwise, were you happy with your room?

☐ – No, none at all. I think I'll recommend this hotel to my friends.

☐ – And what did you think of the staff?

8 Travel problems (Tracks 16–17)

	Problem	Possible solution
▶ **Anna**		
▶ **Matthew**		

Answer Key

1 How did you hurt yourself? (Tracks 18-20)

Correct the sentences.

▶ 1. Jerry burned himself while playing the game.

____

▶ 2. Edith hurt her knee when she banged it against the net.

____

▶ 3. Mike bumped his hand on the stairs.

____

2 I cut myself while cooking

1. Is Mark's work dangerous?	☐	a. Yes. Please have this oven fixed.
2. Did James seriously injure himself?	☐	b. Actually, he had an accident this morning.
3. Did you burn your fingers again?	☐	c. I got hit by a tennis ball.
4. Why do you have a black eye?	☐	d. No, he didn't fall from very high.
5. What happened to Maria?	☐	e. Yes, it is. He cleans windows on skyscrapers.
6. Why is Roger late again?	☐	f. She closed the car door on her hand.

3 What happened?

Answer Key

☐ – I wasn't going very fast. I was following the speed limit.
☐ – I see. What was your approximate speed?
☐ – The next thing I knew, my car ran off the street and hit the traffic light.
☐ – Well, it was the dog's fault really.
☐ – And then what happened?
☐ – Exactly. It jumped in front of my car. So I tried to stop.
1 – How did you lose control of your car, ma'am?
☐ – You mean you crashed into a traffic light because of a dog?

4 They had an accident

1. Whose ____ was it, the ____'s or the pedestrian's?
2. If you text while driving, you can easily lose ____ of the car.
3. – Were the witnesses ____ by the police? – Yes, they were.
4. Pay ____! You almost ____ into that car.
5. Last year, rain and snow ____ many accidents.
6. Thomas should have ____ when he saw the traffic was slowing down.

attention
fault
braked
caused
cyclist
questioned
control
crashed

5 Medical emergencies (Tracks 21-23)

	TRUE	FALSE
A. 1. The victim has a pulse.	○	○
2. The victim must be moved to a warmer place.	○	○
B. 1. The victim is still bleeding.	○	○
2. The victim is able to talk to his friend.	○	○
C. 1. The victim is not breathing.	○	○
2. The victim must be hit in the hand.	○	○

6 Is his leg broken?

examined broken bandage cast doctor released emergency X-ray

1. – When will Jim be ________ from the hospital? – After the ________ sees him.

2. Claire's left foot was put in a ________ when she was five years old.

3. – Is anything ________? – We'll need an ________ to make sure.

4. You shouldn't drive yourself to the ________ room.

5. Has the doctor ________ the injured arm yet?

6. – How often should I change the ________? – Every four hours.

7 The room is being cleaned

Example: The doctor is examining the patient. ***The patient is being examined by the doctor.***

1. The police are questioning the drivers. ________

2. The technician is X-raying the hand. ________

3. The taxi is driving John to the hospital. ________

4. The paramedic is reassuring the victims. ________

5. The nurse is bandaging the patient. ________

8 Quiz

1. Injuries happen most often in ____. ○ a. the office ○ b. the home

2. 999 is ____ emergency number. ○ a. a British ○ b. an Australian

3. In most US states, it is illegal to ____ while driving. ○ a. talk on the phone ○ b. eat

4. "Emergency Room" is equivalent to ____. ○ a. Hospital ○ b. Casualty

1 Tina is very good with people

1. Are you good with numbers?	☐	a. I think I'm good at communicating.
2. How's your son's new teacher?	☐	b. Actually, he's not very good with children.
3. Can Jill manage a group effectively?	☐	c. Yes, that's why she works in customer service.
4. Is Tina good with people?	☐	d. No, math has never been my favorite subject.
5. What skill is your main strength?	☐	e. Yes, she's a very good leader.

2 I've been living in New York for ten years

Examples:

Peter started playing the cello 15 years ago.	***Peter has been playing the cello for 15 years.***
Sue began collecting stamps when she was a child.	***Sue has been collecting stamps since she was a child.***

1. David began painting when he was a student.

____

2. My parents started traveling when I left home.

____

3. Alex began working in China three months ago.

____

3 A new employee (Tracks 24-25)

A. Charles is very pleasant and (1) ____. He seems (2) ____ about his job, and he's had excellent results so far. He's very good with (3) ____, but he's not reliable or (4) ____. And this is not making a good impression among his colleagues.

B. Suzanne is a (1) ____ and (2 ____ freelance employee. She has been working hard and has been very (3) ____ with her hours. But because she's used to working independently, it makes things a bit difficult for Patrick, the team's (4) ____.

4 You need to be more organized

1. At 16, Ken's daughter is very ____ for her age.
2. Walter? No, he is too ____ to speak in front of an audience.
3. Vanessa is not ____ enough to work on four different projects.
4. Let's be ____. The presentation did not go well at all.
5. As a manager, Eric has to be ____ with all his employees.

organized
mature
nervous
fair
honest

5 Do you consider yourself a shy person?

1. My boss makes decisions quickly. He's ____. ○ a. dependent ○ b. decisive ○ c. inflexible
2. Laura's friends count on her because she's ____. ○ a. pleasant ○ b. friendly ○ c. reliable
3. Treating employees equally is ____. ○ a. dishonest ○ b. fair ○ c. rational
4. A shy person is not ____. ○ a. outgoing ○ b. mature ○ c. nervous
5. Most people enjoy being ____ on the weekend. ○ a. organized ○ b. punctual ○ c. lazy

6 Are you an amateur musician?

beginner expertise expert professional amateur unprofessional

1. Is Nadia a professional diver or an ______?
2. – Why was Nick fired? – He was totally ______.
3. We offer martial arts classes from ______ to advanced levels.
4. – Do you know a good caterer? – Try delice.com. They're very ______.
5. – What is Mark's area of ______? – Finance, I think.
6. – Do you know this software well? – No, I'm sorry. I'm not an ______ with it.

7 What's your area of expertise? (Tracks 26-28)

▶ **A.** 1. Diego is an expert at maintaining ____. ○ a. cameras ○ b. office machines
2. He trained to be a ____ teacher. ○ a. photography ○ b. IT

▶ **B.** 1. Michelle is a good ____. ○ a. stylist ○ b. personal shopper
2. She has some knowledge in ____. ○ a. nutrition ○ b. marketing

▶ **C.** 1. James has already built ____. ○ a. guitars ○ b. a house
2. He is very good with ____. ○ a. experience ○ b. people

8 What are the requirements of the job?

Answer Key

☐ – True. That's why I think the first candidate is better suited for the position.
☐ – He has several degrees in accounting.
☐ – Good. And what about the second candidate?
☐ – That's not a good sign. This job requires a lot of personal involvement.
1 – How did the interviews with the two candidates go?
☐ – What degrees does he have?
☐ – She didn't seem very confident or even motivated for the job.
☐ – Very well, especially with the first one. He seemed very bright and hardworking.

1 What are you saving for?

account checks deposit saving earn Retirement

1. I would like to the money into my bank .
2. – Why is Sarah changing jobs? – She says she wants to more money.
3. may seem far away, but you should start now.
4. – Do you accept personal ? – Not anymore. I'm sorry.

2 If you worked harder, you would have more clients

Example: I / have enough money / buy a house ***If I had enough money, I would buy a house.***

1. John / earn more / rent a bigger apartment
2. my parents / retire early / move to Italy
3. Jim / speak Chinese / apply for a job in Shanghai

3 Household expenses (Tracks 29-31)

	TRUE	FALSE
A. 1. Lynn talks about her family's car-related expenses.	○	○
2. Lynn lives in an area with good public transportation.	○	○
B. 1. University tuition will not be Chris' only expense this year.	○	○
2. Patricia and Linda are providing a lot of extra money.	○	○
C. 1. According to Junichi, music lessons are free.	○	○
2. Costs for the children's activities are high in Junichi's family.	○	○

4 I wish I could win the lottery

Example: We can't go on a cruise. ***We wish we could go on a cruise.***

1. John doesn't own his home.
2. Laura doesn't have a steady job.
3. Brian can't find a good babysitter.
4. I'm not a millionaire.

5 What kind of fees do you charge?

fee
stock market
real estate
transaction
ATM
invest
checking

1. The ______ at the supermarket is out of order.
2. Is it a good idea to ______ in ______?
3. Amsterdam's ______ is considered the oldest in the world.
4. Is there a monthly fee for ______ accounts?
5. Do you charge a ______ for the ______?

6 If I were you, I would learn Japanese

Example: I'm not rich. I have to work. ***If I were rich, I wouldn't have to work.***

1. Julian is not a real estate expert. He can't advise us.

______

2. The stock market is down. Maria is not investing.

______

3. Anthony is not fluent in Portuguese. He doesn't talk to the clients from São Paulo.

______

7 Do you have sufficient funds?

1. Why can't I withdraw a bigger amount?	☐	a. I'm afraid there's no ATM in the area.
2. Can the teller help me transfer money?	☐	b. If I were you, I would check my balance.
3. Should I write down my PIN number?	☐	c. I don't think so. It won't accept my card.
4. Where can we withdraw some money?	☐	d. Of course, but you can also do it online.
5. Can I inquire about my balance online?	☐	e. That's a bad idea. You should just memorize it.
6. Is this ATM working properly?	☐	f. Yes, but you need to register your account first.

8 What's the exchange rate? (Track 32)

1. The tourist would like to exchange Euro ______ checks.
2. Today's rate is ______ Canadian dollars to the euro.
3. The tourist received around ______ dollars for ______ euros.
4. He wants the money in ______ and ______.
5. To exchange money in town, it's better to go the main ______ of the bank.
6. There is also a ______ booth at the Sunset Mall.

Practice Chapter 9

Answer Key

1 Let's talk about the environment

smog dying Earth pollution climate waste

1. Our city has a serious ______ problem. The air and water are very dirty.
2. – Are there really 7 billion people on ______? – Yes. Incredible, isn't it?
3. – Do you think the ______ is changing? – It seems so. At any rate, temperatures are rising.
4. In the U.S., much of the country's ______ is put into landfills.
5. The word "______" comes from combining the words "smoke" and "fog".
6. – Are tigers in danger of ______ out? – Yes, there are only a few thousand left.

2 A game show (Track 33)

	TRUE	FALSE
1. Trees and plants have no impact on the greenhouse effect.	○	○
2. A tree absorbs three tons of carbon during its lifetime.	○	○
3. Local foods have to travel great distances to reach customers.	○	○
4. Gas cooking is more eco-friendly than electric cooking.	○	○
5. Gas stoves take a long time to start.	○	○
6. Many Arctic species are in danger of extinction.	○	○

3 How can I reduce my carbon footprint?

1. Using less energy can ______ greenhouse ______.
2. This company has made its products more ______.
3. I wonder how our activities ______ the environment.
4. Gases like ______ dioxide pollute the ______.
5. Ed studies environmental science. He's pursuing a career in ______.

ecology
carbon
affect
decrease
atmosphere
gases
eco-friendly

4 Renewable or non-renewable?

1. The Earth contains a significant amount of ____ energy. ○ a. solar ○ b. geothermal
2. ____ resources can't be replaced as fast as they are used. ○ a. Renewable ○ b. Non-renewable
3. Water, coal and gold are examples of ____ resources. ○ a. natural ○ b. artificial
4. ____ energy comes from living organisms. ○ a. Biomass ○ b. Solar
5. We burn ____ fuels to produce energy. ○ a. smog ○ b. fossil
6. ____ sources of energy include the sun and wind. ○ a. Clean ○ b. Artificial

5 Although sunlight is free, solar power is expensive

Example: Wind is a clean source of energy. Wind farms aren't very popular.
a. Although wind is a clean source of energy, wind farms aren't very popular.
b. Wind farms aren't very popular even though wind is a clean source of energy.

1. Gas is getting more and more expensive. We drive every day.
a. ____
b. ____

2. Our ad campaign was a success. People still produce a lot of waste.
a. ____
b. ____

6 Let's start recycling!

1. What can we throw in these containers?	☐	a. You should try to reuse them.
2. Do you recycle at your company?	☐	b. It can be turned into tissue, cardboard, or boxes.
3. What should I do with these glass jars?	☐	c. Not yet, but it's high time we start.
4. How can we maintain our environment?	☐	d. Only clothes and shoes.
5. What are the benefits of recycling?	☐	e. By limiting our use of cars, for example.
6. What can paper be recycled into?	☐	f. Thanks to recycling, we preserve natural resources.

7 An eco-friendly company (Track 34)

The (1) ____ of natural resources and the need for clean, renewable energies are the key points for today's (2) ____. Mr. Johnson's company, EcoHouse, Inc., seems to have found a balance between profit and (3) ____ materials. They use only clean, (4) ____, or natural materials that respect and (5) ____ the environment. Although their houses are more expensive than others are, they allow customers to (6) ____ money in the long term. Because EcoHouse wants people to (7) ____ less and more wisely, they offer green appliances that produce and (8) ____ energy without waste or pollution.

8 Think globally, act locally

1. More and more companies ____ green initiatives.	○ a. support	○ b. oppose
2. ____ is a key ingredient in organic farming.	○ a. Recycling	○ b. Compost
3. In the future, people will ____ more responsibly.	○ a. pollute	○ b. consume
4. Teaching children eco-friendly ____ will benefit society.	○ a. habits	○ b. games
5. Thanks to ____ initiatives, people are better informed.	○ a. legal	○ b. local

Practice Chapter 10

Answer Key

1 What's today's top story?

1. – Read this ______. – Which one? The one in the ______ section?
2. – Do you get this magazine at home? – Yes, I have a ______.
3. Many people get their ______ from the Internet these days.
4. – How do you stay ______? – Mostly thanks to the radio.
5. Joan usually reads the ______ of the paper before she reads any articles.
6. – Do you have the sports ______? – Yes. The Eagles lost.

subscription
informed
headlines
news
section
article
art

2 Newspapers vs. online news

☐ – Yes, I like to keep up with what's happening in the world. Don't you?
☐ – I find reading on screen comfortable enough. I just read the articles quickly anyway.
☐ – Yes, I do, but I'd rather go online for that. It's quicker and cheaper.
1 – Do you read the newspaper every day?
☐ – No, I recycle it, so that they can make more newspapers.
☐ – But that's the whole point of buying a newspaper. You can take your time to read it properly.
☐ – Maybe ... But what do you do with it once you've read it? You throw it away, right?
☐ – True, but reading newspaper articles is more comfortable, for me at least.

3 A fire downtown (Track 35)

1. The fire started during the ____. ○ a. night ○ b. evening ○ c. afternoon
2. Employees and ____ have been evacuated. ○ a. firemen ○ b. hotel guests ○ c. families
3. The causes of the fire are believed to be ____. ○ a. accidental ○ b. criminal ○ c. natural
4. Five ____ were rescued from the hotel. ○ a. guests ○ b. employees ○ c. children
5. Some bank employees are ____. ○ a. injured ○ b. hurt ○ c. missing
6. ____ hotel floors have been destroyed. ○ a. Three ○ b. Five ○ c. Seven

4 What caused it?

1. What caused the power outage? ☐ a. Yes, a few hours before the hurricane.
2. Did they evacuate the residents? ☐ b. A branch of a tree fell on the electric lines.
3. When is the tornado expected? ☐ c. Hardly. It was a minor one.
4. Are there any casualties? ☐ d. Soon. Let's go down to the basement.
5. Did you feel the earthquake? ☐ e. Yes, two people who were driving at the time.

5 By the time I got to the office, the rain had stopped

Example: I drove home. The storm started. ***By the time the storm started, I had already driven home.***

1. The residents evacuated their homes. The tree fell on the roof.
2. The fire destroyed ten buildings. The rescue workers arrived.
3. The skiers took shelter. The storm came.
4. The paramedics took the victim to the hospital. The TV crew arrived.

6 The president said that he would help us

Example: "The storm missed our area." The forecaster said ***(that) the storm had missed our area.***

1. "The last storm flooded the city."
   The reporter said
2. "We have taken all necessary precautions."
   The mayor said
3. "Residents need to evacuate by noon."
   The police said

7 Has unemployment increased?

1. Were you affected by the strike?	☐	a. I don't think so. It must be a record low.
2. How did the trade union react?	☐	b. They announced they were hiring 2,000 people.
3. Did the media report the figure?	☐	c. They announced an immediate strike.
4. What did the company announce?	☐	d. Yes, the train I usually take wasn't running.
5. Has it ever been this cold in May?	☐	e. Yes. I guess it's a record high.

8 I never watch TV (Tracks 36–38)

	TRUE	FALSE
▶ **A. 1.** Alan never goes on the Internet to read the news.	○	○
2. For him, newspapers are the most reliable source of information.	○	○
▶ **B. 1.** Rosie thinks most news channels are not objective.	○	○
2. She doesn't trust the radio at all.	○	○
▶ **C. 1.** Jerry stays informed through radio, TV, and the Internet.	○	○
2. He enjoys reading several sides of a story.	○	○

1 I have no regrets

regrets whether suddenly wish realize over regret turning

1. – When did you _____ you had to change your life? – When my son was born.
2. The major _____ point in Lisa's life was when she was appointed director of sales.
3. As you can imagine, when I won the lottery, my financial situation _____ improved.
4. – What will you do once the project is _____? – I'll start working on another one.
5. – I don't know _____ to give up or to keep working. – Don't stop. Or you'll _____ it.
6. – Do you have any _____? – Yes, I _____ I had stayed abroad longer.

2 Turning points (Tracks 39-41)

▶ **A. 1.** Ryan had ____ money when he went to India. ○ a. no ○ b. some
2. Ryan's ____ turning point was quitting his job. ○ a. first ○ b. second

▶ **B. 1.** Sofia's family ____ of her decision. ○ a. approved ○ b. didn't approve
2. Sofia had an excellent ____ experience in Argentina. ○ a. professional ○ b. life-long

▶ **C. 1.** Jason found the health club ____. ○ a. online ○ b. through a friend
2. The club's ____ convinced Jason to join. ○ a. instructors ○ b. community

3 Did you win a prize?

1. Who won the Best Employee award? ☐
2. Shall we enter the competition? ☐
3. What's your biggest achievement? ☐
4. Did our company win an award? ☐
5. Will the project be a success? ☐
6. Aren't you proud of your prize? ☐

a. Completing my book, I would say.
b. Why not? We have a good chance to win.
c. Yes, but I wish I had gotten first place.
d. If the team does its best work, it definitely will be.
e. Carlos from R&D did. He deserves it.
f. Yes, we won second place for innovation.

4 I had an assignment with the government

temporary
assignment
temp
work abroad
chain

1. – Did you do a _____ program? – Yes, I worked in Thailand for 2 years.
2. Employees can take a _____ leave of absence if they need to.
3. It was an unlucky _____ of events that led to the disaster.
4. Brad was employed as a _____, not a full-time employee.
5. The duration of an _____ abroad can vary from 6 to 24 months.

Answer Key

5 If you had worked harder, you would have been promoted

Example: I didn't go to the office. I didn't finish my work.

If I had gone to the office, I would have finished my work.

1. Erin didn't practice. She didn't win a prize.
2. We didn't register on time. We didn't enter the competition.
3. The project wasn't a success. Our company didn't win the client's business.
4. Mark didn't finish his Ph.D. He didn't receive many job offers.

6 Dreams and hopes

1. Are you going to retire next year? ☐
2. Is Kate coming home in the near future? ☐
3. Did Adam tell you about his dream? ☐
4. Will John be able to keep his job? ☐
5. Don't tell Pam I won the lottery, OK? ☐
6. Has your son's dream changed? ☐

a. Don't worry. I'll keep your secret.
b. With a little luck and more hard work, he will.
c. No, he still wants to be a surgeon.
d. No, she's staying in Dublin another year.
e. I'm not sure, but I hope to.
f. Yes, but becoming a rock star isn't realistic.

7 What's your dream? (Tracks 42-44)

1. How has Benjamin been preparing for his future stay in Japan?
2. What is Amber going to apply for?
3. Why has Luis started saving money?

8 What do you predict?

1. Millions of viewers are ____ to watch the ceremony. ○ a. demanded ○ b. expected
2. Officials are ____ water problems as a result of the floods. ○ a. declaring ○ b. anticipating
3. Our company ____ more demand for eco-friendly materials. ○ a. anticipates ○ b. declares
4. There has been an ____ in hybrid car sales this year. ○ a. increase ○ b. decrease
5. The ____ for free online education is increasing. ○ a. project ○ b. demand

Answer Key

CHAPTER 1

Exercise 1

1. wedding **2.** baby shower **3.** surprise **4.** celebrate; anniversary **5.** housewarming **6.** special; reception

Exercise 2

1. The dinner will be served in the dining room. **2.** The wedding cake will be made by a famous chef. **3.** The invitations will be sent in the next few days. **4.** The company picnic won't be held in the park. **5.** The new museum won't be opened by next Saturday. **6.** The speech will be given by the president.

Exercise 3

1. d **2.** e **3.** a **4.** f **5.** b **6.** c

Exercise 4

Answers will vary.

... was a big disaster, that most of the guests were being delayed because of a huge traffic jam due to snow, that the heating system had broken down, that there was no food, and that the mayor wasn't there yet. He said that the organizers weren't available for comment. He said to be prepared for bad reviews in tomorrow's papers. Return to questions

Exercise 5

1. gowns **2.** appropriate **3.** hostess **4.** tuxedo **5.** suit **6.** casual

Exercise 6

1. b **2.** b **3.** a **4.** c

Exercise 7

1. fabulous **2.** earrings **3.** silver **4.** jewelry **5.** ring **6.** striking; compliment

Exercise 8

A. 1. c **2.** b **B. 1.** a **2.** b **C. 1.** c **2.** a Return to questions

CHAPTER 2

Exercise 1

1. a. Could you book a hotel room for Mr. Bates, please? **b.** Would it be possible for you to book a hotel room for Mr. Bates? **2. a.** Could you give the clients a ride, please? **b.** Would it be possible for you to give the clients a ride? **3. a.** Could you keep an eye on my mother's house, please? **b.** Would it be possible for you to keep an eye on my house?

Exercise 2

1. If Susan has time next weekend, she'll give me a ride. **2.** If Kate is busy on Monday, Tom will do the shopping.

Exercise 3

1. borrow **2.** lend **3.** return **4.** lent **5.** give

Exercise 4

1. (He said) that he couldn't lend you his lawn mower. **2.** (I asked) if I could borrow your book. **3.** (They said) that they would return the car today. **4.** (You asked) if she would give the DVD back. **5.** (We said) that we could pay you back right away. Return to questions

Exercise 5

1. d **2.** e **3.** a **4.** f **5.** b **6.** c

Return to questions

Exercise 6
Answers will vary.

	What did they promise?	What was the problem?
Jeremy	He promised to be home by 7.	He had a phone call from a very important client just as he was about to leave.
Martin	He promised to return Greg's laptop by today.	The laptop doesn't work, because Martin's cat spilled a cup of coffee on it.
Lisa	She promised to visit Emily this weekend.	The date of her son's play has been changed. It's now this Saturday and she has to be there.

Exercise 7
1. a **2.** b **3.** a **4.** a **5.** b **6.** b

Exercise 8
A. 1. b **2.** a **3.** a
B. 1. b **2.** a **3.** a
C. 1. b **2.** a **3.** b Return to questions

CHAPTER 3

Exercise 1
1. looking **2.** proceed **3.** selected **4.** quantity **5.** select **6.** shipped

Exercise 2
1. In the future, phones will be less and less expensive. **2.** In the future, people will write fewer and fewer checks. **3.** In the future, computers will work faster and faster. **4.** In the future, online shopping will be easier and easier. **5.** In the future, summers will be hotter and hotter.

Exercise 3
1. a, b **2.** a, c **3.** b, c **4.** a, c **5.** a, c **6.** a, b

Exercise 4
A. 1. b **2.** c **3.** a
B. 1. c **2.** b **3.** a Return to questions

Exercise 5
1. d **2.** f **3.** a **4.** b **5.** c **6.** e

Exercise 6
A. 1. a **2.** a **3.** b
B. 1. a **2.** b **3.** b

Exercise 7
1. You can't buy from that store unless you open an account with them. **2.** The store clerk can't help you unless you have proof of purchase. **3.** Liz won't be able to use this MP3 player unless she reads the manual. **4.** The customer won't know what's in the package unless there's a packing skip.

Exercise 8
1. exchange; refund **2.** get; receipt **3.** packing slip **4.** shipping; product **5.** troubleshoot

Return to questions

CHAPTER 4

Exercise 1

1. swimming pool; complained **2.** amenities **3.** stolen **4.** rental **5.** impolite **6.** tank

Exercise 2

1. The room (that) we wanted was booked. **2.** The bag (that) someone stole was empty. **3.** The car (that) they rented had a full tank. **4.** The man (that / who) Julia spoke to was polite. **5.** The travel agency (that) I'm using is excellent.

Exercise 3

1. furious **2.** disappointed **3.** angry with **4.** believe **5.** upset **6.** unbelievable

Exercise 4

1. b **2.** b **3.** c **4.** c **5.** a Return to questions

Exercise 5

1. e **2.** f **3.** a **4.** b **5.** c **6.** d

Exercise 6

1. I should have gotten / got the meal I requested. **2.** Our car should have had a full tank. **3.** The plane shouldn't have landed in a different city. **4.** The crew should have greeted us. **5.** Tom shouldn't have complained about the hotel. **6.** The people next door shouldn't have been noisy.

Exercise 7

(1) – This will only take a few minutes. Overall, were you satisfied with the hotel?
(2) – Yes, it was good. The amenities were wonderful, especially the spa.
(3) – And what did you think of the staff?
(4) – Everyone was very courteous, although no one was there to greet us when we arrived.
(5) – I'm sorry to hear that. Otherwise, were you happy with your room?
(6) – Fairly happy. It was comfortable, but the bathroom was a bit outdated.
(7) – They'll all be renovated next year. Do you have any other comments?
(8) – No, none at all. I think I'll recommend this hotel to my friends.

Exercise 8

Answers will vary.

	Problem	**Possible solution**
Anna	Anna's train was late and she missed her connection. She now has to wait 3 hours for the next train to Manchester.	She can take a bus to Manchester, but it's a much longer trip.
Matthew	Matthew needs to go to the Convention Center but the Blue Line is closed. The alternative route will take a long time.	Matthew can get there faster if he shares a cab with other people.

Return to questions

CHAPTER 5

Exercise 1

1. Jerry cut himself while watching the game on TV. **2.** Edith hurt her head when she banged it against the wall. (*Or* Edith hurt her knee when she tripped and fell while playing volleyball. **3.** Mike bumped his elbow on the ground.

Exercise 2

1. e **2.** d **3.** a **4.** c **5.** f **6.** b Return to questions

Exercise 3

(1) – How did you lose control of your car, ma'am?
(2) – Well, it was the dog's fault really.
(3) – You mean you crashed into a traffic light because of a dog?
(4) – Exactly. It jumped in front of my car. So I tried to stop.
(5) – And then what happened?
(6) – The next thing I knew, my car ran off the street and hit the traffic light.
(7) – I see. What was your approximate speed?
(8) – I wasn't going very fast. I was following the speed limit.

Exercise 4

1. fault; cyclist **2.** control **3.** questioned **4.** attention; crashed **5.** caused **6.** braked

Return to questions

Exercise 5

A. 1. true **2.** false **B. 1.** true **2.** true **C. 1.** true **2.** false

Exercise 6

1. released; doctor **2.** cast **3.** broken; X-ray **4.** emergency **5.** examined **6.** bandage

Exercise 7

1. The drivers are being questioned by the police. **2.** The hand is being X-rayed by the technician. **3.** John is being driven to the hospital by the taxi. **4.** The victims are being reassured by the paramedic. **5.** The patient's arm is being bandaged by the nurse.

Exercise 8

1. b **2.** a **3.** a **4.** b

Return to questions

CHAPTER 7

Exercise 1

1. d **2.** b **3.** e **4.** c **5.** a

Exercise 2

1. David has been painting since he was a student. **2.** My parents have been traveling since I left home.
3. Alex has been working in China for three months.

Exercise 3

A. 1. outgoing **2.** enthusiastic **3.** people **4.** punctual **B. 1.** fast **2.** organized **3.** flexible **4.** project manager

Exercise 4

1. mature **2.** nervous **3.** organized **4.** honest **5.** fair

Return to questions

Exercise 5

1. b **2.** c **3.** b **4.** a **5.** c

Exercise 6

1. amateur **2.** unprofessional **3.** beginner **4.** professional **5.** expertise **6.** expert

Exercise 7

A. 1. b **2.** a
B. 1. b **2.** a
C. 1. a **2.** b

Return to questions

Exercise 8

(1) – How did the interviews with the two candidates go?
(2) – Very well, especially with the first one. He seemed very bright and hardworking.
(3) – What degres does he have?
(4) – He has several degrees in accounting.
(5) – Good. And what about the second candidate?
(6) – She didn't seem very confident or even motivated for the job.
(7) – That's not a good sign. This job requires a lot of personal involvement.
(8) – True. That's why I think the first candidate is better suited for the position. Return to questions

CHAPTER 8

Exercise 1

1. deposit; account **2.** earn **3.** Retirement; saving **4.** checks

Exercise 2

1. If John earned more, he would rent a bigger apartment. **2.** If my parents retired early, they would move to Italy. **3.** If Jim spoke Chinese, he would apply for a job in Shanghai.

Exercise 3

A. 1. true **2.** false
B. 1. true **2.** false
C. 1. false **2.** true

Exercise 4

1. John wishes he owned his home. **2.** Laura wishes she had a steady job. **3.** Brian wishes he could find a good babysitter. **4.** I wish I were a millionaire. Return to questions

Exercise 5

1. ATM **2.** invest; real estate **3.** stock market **4.** checking **5.** fee; transaction

Exercise 6

1. If Julian were a real estate expert, he could advise us. **2.** If the stock market weren't down, Maria would be investing. **3.** If Anthony were fluent in Portuguese, he would talk to the clients from São Paulo.

Exercise 7

1. b **2.** d **3.** e **4.** a **5.** f **6.** c

Exercise 8

1. traveler **2.** 1.2865 **3.** 2,000; 1,500 **4.** twenties; fifties **5.** branch **6.** currency Return to questions

CHAPTER 9

Exercise 1

1. pollution **2.** Earth **3.** climate **4.** waste **5.** smog **6.** dying

Exercise 2

1. false **2.** false **3.** false **4.** true **5.** false **6.** true

Exercise 3

1. decrease; gases **2.** eco-friendly **3.** affect **4.** carbon; atmosphere **5.** ecology

Exercise 4

1. b **2.** b **3.** a **4.** a **5.** b **6.** a Return to questions

Exercise 5

1. a. Although gas is getting more and more expensive, we drive every day. **b.** We have to drive every day even though gas is getting more and more expensive. **2. a.** Although our ad campaign was a success, people still produce a lot of waste. **b.** People still produce a lot of waste even though our ad campaign was a success.

Exercise 6

1. d **2.** c **3.** a **4.** e **5.** f **6.** b

Exercise 7

1. decrease **2.** environmentalists **3.** eco-friendly **4.** renewable **5.** preserve **6.** save **7.** consume **8.** conserve

Exercise 8

1. a **2.** b **3.** b **4.** a **5.** b Return to questions

CHAPTER 10

Exercise 1

1. article; art **2.** subscription **3.** news **4.** informed **5.** headlines **6.** section

Exercise 2

(1) – Do you read the newspaper every day?
(2) – Yes, I like to keep up with what's happening in the world. Don't you?
(3) – Yes, I do, but I'd rather go online for that. It's quicker and cheaper.
(4) – True, but reading newspaper articles is more comfortable, for me at least.
(5) – I find reading on screen comfortable enough. I just read the articles quickly anyway.
(6) – But that's the whole point of buying a newspaper. You can take your time to read it properly.
(7) – Maybe ... But what do you do with it once you've read it? You throw it away, right?
(8) – No, I recycle it, so that they can make more newspapers.

Exercise 3

1. c **2.** b **3.** b **4.** a **5.** c **6.** a

Exercise 4

1. b **2.** a **3.** d **4.** e **5.** c Return to questions

Exercise 5

1. By the time the tree fell on the roof, the residents had already evacuated their homes. **2.** By the time the rescue workers arrived, the fire had already destroyed ten buildings. **3.** By the time the storm came, the skiers had already taken shelter. **4.** By the time the TV crew arrived, the paramedics had already taken the victim to the hospital.

Exercise 6

1. The reporter said (that) the last storm had flooded the city. **2.** The mayor said (that) they had taken all necessary precautions. **3.** The police said (that) residents needed to evacuate by noon.

Exercise 7

1. d **2.** c **3.** e **4.** b **5.** a

Exercise 8

A. 1. false **2.** true **B. 1.** true **2.** false **C. 1.** false **2.** true

Return to questions

CHAPTER 11

Exercise 1

1. realize **2.** turning **3.** suddenly **4.** over **5.** whether; regret **6.** regrets; wish

Exercise 2

A. 1. b **2.** a **B. 1.** b **2.** a **C. 1.** b **2.** b

Exercise 3

1. e **2.** b **3.** a **4.** f **5.** d **6.** c

Exercise 4

1. work abroad **2.** temporary **3.** chain **4.** temp **5.** assignment

Return to questions

Exercise 5

1. If Erin had practiced, she would have won a prize. **2.** If we had registered on time, we would have entered the competition. **3.** If the project had been a success, our company would have won the client's business. **4.** If Mark had finished his Ph.D., he would have received many job offers.

Exercise 6

1. e **2.** d **3.** f **4.** b **5.** a **6.** c

Exercise 7

Answers will vary.

1. He has been studying Japanese for over a year, and he's also training to be an English teacher. **2.** She's going to apply for an internship at NASA while working towards her doctorate in electronic engineering. **3.** He has already started saving money, because he wants to take photos of animals in the wild.

Exercise 8

1. b **2.** b **3.** a **4.** a **5.** b

Return to questions

Chapter Summary Reading Comprehension

CHAPTER 1

1. d **2.** b **3.** a **4.** c **5.** e Return to questions

CHAPTER 2

apology to a friend: **1.** c **2.** d **3.** i **4.** l **5.** e **6.** b
apology to a customer: **7.** g **8.** k **9.** h **10.** a **11.** f **12.** j Return to questions

CHAPTER 3

Customer A: 5 stars, Customer B: 3 stars, Customer C: 1 star
1. A **2.** B, C **3.** A, B **4.** C **5.** B **6.** B, C Return to questions

CHAPTER 4

A. b, d, g, h are not mentioned in the complaint letter.
B. a. dissatisfied **b.** should have been **c.** arrangements **d.** assistance **e.** regret **f.** compensate **g.** voucher **h.** apologies Return to questions

CHAPTER 5

1. true **2.** false **3.** true **4.** false **5.** false **6.** false Return to questions

CHAPTER 7

1. b **2.** a **3.** a **4.** b Return to questions

CHAPTER 8

1. Janet Miller's **2.** First Bank of Springfield **3.** 21-4386-597 **4.** May 16 **5.** $80 **6.** Janet paid her electric bill and bought groceries at BioLand Foods. Return to questions

CHAPTER 9

1. April 22, 1970 **2.** 20 million **3.** 20th **4.** international **5.** United Nations General Assembly **6.** 180
Return to questions

CHAPTER 10

1. c **2.** a **3.** b Return to questions

CHAPTER 11

Invention: stock ticker; phonograph; fluoroscope Return to questions